

# **The Division of Compliance Assistance**

**Building Today for a Sustainable  
Tomorrow**

**FY 2012 Annual Report**

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The Division of Compliance Assistance is proud to present its fiscal year 2012 annual report. This report highlights the major efforts the agency has taken in the past year to protect Kentucky's environment and enhance the stewardship of Kentucky's citizens.

This report uses a construction metaphor. As every construction team knows, all projects require thoughtful planning, resource allocation and skilled actions in order to produce successful results. However, in many cases, they must also deal with outside factors. In these moments, it becomes the responsibility of the project team to skillfully adjust their efforts to avoid failure and produce the expected level of excellence. This year, the Division of Compliance Assistance has faced similar challenges and we rose to the occasion.

DCA had to continue to find creative ways to do more with less. Meager budgets have forced all agencies to become more efficient and identify cost-effective ways to meet the Commonwealth's needs. We were able to find efficiencies and expand our services.

DCA also faced a significant turnover in key positions that had been occupied by veteran employees. One of these teammates, Steve Crosman, was lost to an untimely heart attack that cost DCA not only a well-respected trainer, but also a much-loved friend.

In spite of these challenges, DCA staff joined together to ensure our success. We also were able to welcome new, youthful employees that not only produce the level of quality that DCA clients have grown to expect, but also have infused the division with new ideas and enthusiasm.

DCA is not content to sit down and say "good enough." Rather, we are continuing to evaluate our processes to remain successful in finding efficiency. We are constantly enhancing our training materials to ensure they meet the needs of the citizens relying on them. We are also expanding the tools we use to provide our services to make it easy for the public to obtain the information they need in a timely manner.

We hope that this report illustrates the division's ongoing commitment to Kentucky. DCA is excited about the coming year and looks forward to building on its successes.



# Mission

The Division of Compliance Assistance exists to provide services that increase environmental knowledge and change behaviors. We do this to improve regulatory compliance, achieve exceptional performance and enhance the quality of Kentucky's environment and communities.

# Vision

The Division of Compliance Assistance will influence environmental stewardship throughout Kentucky. Kentucky's citizens will routinely trust the division as an important source of accurate and timely environmental information. Our proactive and innovative efforts will inspire others to take positive actions that improve the health of our citizens and enhance the quality of our environment.

# Objectives

## Certify qualified environmental professionals

We will certify select environmental professionals to maximize appropriate actions and effective operations at regulated locations.

## Help entities comply with Kentucky's environmental requirements

We will assist and educate regulated entities so they understand and comply with their environmental obligations.

## Facilitate environmental stewardship

We will assist, educate and encourage Kentucky's citizens so they make informed choices that value Kentucky's environment and create healthier, stronger communities.

# Our Builders



From Left: Cheryl Taylor, Alanna Bouhl, Mary Jo Harrod, Tim Ricketts, Emily Ohde, Herb Petitjean, Joe Adcock, Kenya Stump, Amanda LeFevre, Amanda Starks, John Eisiminger, Aaron Keatley, Marlene Boyle, George Haynes II, Jessica Wilhoite, Julia Kays, Clayton Getz, Veronica Roland, Jacob Cuarta, Lisa Butler.

Certification and  
Licensing

Environmental  
Assistance

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# Certifying Professionals

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## *Ensuring Qualified Operators*

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Thoroughly trained and qualified operators are essential for the protection of public health, the environment and dependable operations of treatment, distribution, collection and solid waste facilities. Certification is critical to ensure that only qualified operators are in direct responsible charge of these facilities. State law requires that only operators that are certified by the Kentucky Certification and Licensing Branch can be in responsible charge of a wastewater, drinking water or solid waste facility.

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### Administration

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One of the first steps to becoming a certified drinking water, wastewater or solid waste management professional is the application process. During FY12, the Operator Certification Program received 1,098 applications from operators seeking to take a certification exam. Each application goes through an administrative review to check for completeness and a technical review to verify that the applicant meets the minimum educational and experience requirements for the certification level requested.

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### Board Support

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Our Operator Certification Program provides support to the Kentucky Board of Certification of Drinking Water Treatment and Distribution System Operators and the Kentucky Board of Certification of Wastewater System Operators. The board duties include reviewing applications, reciprocity requests, proposed regulation

revisions, third-party training submittals and operator disciplinary action requests. During FY12, the boards reviewed 76 Class IV certification examination requests and two new referrals for potential operator disciplinary action.

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### Involvement

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Our Operator Certification Program has been actively promoting the importance of operator certification in Kentucky, as well as nationwide. Staff members have been directly involved with the planning of the ABC Conference for the last two years and participated in an EPA workshop for operator certification and capacity development. These opportunities have allowed the program to share its successes, tools and resources with other state-certifying agencies. In addition, the Kentucky Operator Certification Program has provided its training materials to the Caribbean Water and Sewerage Association Inc. (CAWASA) to train their operators in the proper operation of drinking water and wastewater treatment.

## Certification

Our Operator Certification Program has been working over the last couple of years to revise the certification examinations. During FY12, the revisions were completed and new examinations were put into place. The program administered 952 exams that resulted in the issuance of 225 new wastewater licenses, 249 new drinking water licenses and 205 new solid waste licenses. The drinking water program had a pass rate of 76 percent, the wastewater program had a pass rate of 73 percent, and the solid waste program had a pass rate of 94 percent.

## Renewal

The drinking water renewal cycle took place during this fiscal year. Our staff sent out more than 2,400 postcards to certified drinking water operators reminding them of their renewal cycle. The division also issued 2,850 wallet cards for drinking water and wastewater certification renewals submitted to the program. During FY12, 98 percent of the drinking water renewals were submitted electronically, which saved the program 56 days in administrative processing time.

# In Memory



## Steve Crosman 1950 -2011

This past year, the Division of Compliance Assistance (DCA) said goodbye to Steve Crosman, our friend and colleague. Steve, a trainer who specialized in drinking water systems operations, passed away unexpectedly on Dec. 29, 2011, at his Lawrenceburg home.

Steve was known and respected throughout the operator community. His charismatic teaching style was enjoyed by all of his students. His natural ability to convert difficult concepts into real-life examples allowed operators to apply his knowledge and ensure safe water throughout Kentucky. Steve understood the importance of operator integrity and his passion for the profession was reflected in the personal investment he made into each of his students. He measured his success by the success of the operators he mentored.

Although Steve's commitment to his profession was remarkable, it was his personal character that is missed most by his DCA friends. Not afraid to laugh at himself, his free spirit eagerly explored opportunities for self-expression and happiness. He taught us that a full life includes a giving spirit and an open heart. Steve freely offered his unfiltered advice and friendship to anyone that needed it or, as he would say, to anyone stupid enough to take it. He exemplified self-sacrifice by giving away his time and money and never expected anything in return.

While we all miss Steve greatly, we continue to celebrate Steve's life, stay motivated by his passion and strive to serve others with a heart like his.

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# Simplifying Compliance

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## *Helping Entities Comply*

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The department realizes that environmental regulations can be confusing and intimidating. Complying with environmental permits can be time-and-resource intensive. This is why assistance is important. Our programs give individuals, businesses and organizations a safe place to ask questions and get support. For example, last year we assisted with six Economic development projects. Our staff works in coordination with the Cabinet for Economic Development staff to facilitate permitting and make the decision to locate and transition to Kentucky as smooth as possible. These projects sometimes take months to complete, but our staff know that ensuring compliance up front is essential to growth and job creation.

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### Assistance

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Many of those regulated by the department need quick answers, while others need in-depth assistance. We provide tailored one-on-one assistance and training through our Environmental Compliance Assistance Program. Every month, we receive more than 100 requests for assistance with 80 percent dealing with air and water issues. In addition, our brownfield program responded to more than 160 requests. In total we responded to requests from 82 counties last year.

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### Regulations

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This past year several new air quality regulations known as Area Source Rules were implemented that affected many previously unregulated businesses and organizations. We worked proactively with the Division for Air Quality, our own Operation Certification Program, and many trade associations to notify and train people on these rules. Our staff sent out more than 1,000 letters to potentially regulated entities, wrote articles for magazines, presented at six trade association meetings or webinars, resulting in raising awareness to more than 8,000 people. Another example of where our

staff worked to raise awareness and provide training is the disposal of pharmaceutical waste, which affects almost every citizen. In partnership with the Kentucky League of Cities and the Office of Drug Control Policy, our staff facilitated discussion with Division for Air Quality and Division of Waste Management on statewide guidelines for collection centers. After months of work and many discussions, DCA staff published a multimedia compliance guide on the proper operation of household pharmaceutical waste collection centers.

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### Incentives

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For many people, asking for help can be difficult. People are afraid of penalties or being inspected. Many businesses want to improve compliance but are skeptical of assistance programs. We have the ability to use enforcement discretion when proactively working with clients. This means that we can work cooperatively with customers to correct problems. We also assist those customers who want to utilize the self-audit privilege to self-disclose violations. Last year our staff assisted one facility through the use of a compliance implementation plan.

## How did we *communicate* to keep the public informed?

Given all of the actions at the state level and federal regulations, staying current on environmental issues and topics can be time-consuming. DCA staff utilizes our website as a central repository of compliance assistance tools and resources. We strive in our bi-weekly newsletter SNIPS to help people stay connected and save them time. With more than 1,900 subscribers to SNIPS, our staff maintains meaningful partnerships in order to provide accurate and effective communications. We routinely meet with trade associations and other organizations to stay current on the issues and needs of their clients.



## *Operation Matters*

In January, our Operator Certification Program introduced Operation Matters to the operator community. Operation Matters is a blog designed to keep operators and other interested parties in the loop. Through this communication tool, we provide a variety of information, including

reminders of license renewals, operator job opportunities, information on upcoming training events, practice math problems and other information relevant to industry professionals. Operation Matters has been a successful tool and has gained followers in 55 countries. We have surpassed 20,000 views and have several direct blog followers who have subscribed to receive emails for every post made. The success of this communication tool has achieved the attention from the U.S. Environmental Protection Agency (EPA); Association of State Drinking Water Administrators (ASDWA); Association of Boards of Certification (ABC) other certifying programs from within the United States, as well as from outside the U.S.; operators; managers; facility staff and the list goes on. To follow the blog, go to [www.kyocp.wordpress.com](http://www.kyocp.wordpress.com).

## What *training* did we provide to improve compliance?

An essential element to our communication with the regulated community is training. Based on our relationships within DEP and the type of assistance requests we receive, we work to develop training that helps people understand regulations and permits and improve their performance. Our trainings are both online and classroom-based. Our compliance training has helped more than 300 individuals improve their understanding of our regulations and permits. Additionally, our clients provided us with a *Satisfaction rating of 94%*.



*We Provide the Training*

Another important training tool is our operator training program. We provide training to drinking water, wastewater and solid waste operators on various topics, such as new technologies; regulatory requirements; permit requirements; and issues associated with water and wastewater treatment, distribution and collection and solid waste management. In FY12, the Operator Certification

Program conducted 41 training events worth more than 550 continuing education hours and had more than 1,450 individuals attend the training events. In addition to the training the program provided, the boards reviewed 324 submittals from third-party training providers and approved 824.25 continuing education hours.

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*The assistance this group offers is most appreciated and has to be one of the best ways our government spends money. We will all be better stewards of our environment if we cooperate and understand permitting and regulations.*

*- ECAP Client*

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*We know that navigating state government can be daunting, and permitting is an essential step to many operations within the Commonwealth. This is why we strive to respond to every inquiry within 24 hours with accurate and timely information. We are proud that our clients have rated us 100 percent in terms of client satisfaction.*



Positive changes were made by more than **90 Percent** of our clients



Received more than **1,200** assistant requests



Staff submitted **22** permit applications



## *Giving Back to Small Businesses*

Small businesses and small communities often do not have the resources to comply with many regulations. We are part of a nationwide network of small business assistance providers, mandated under the Clean Air Act. Last year, we responded to more than 200 small business requests, resulting in 14 on-site assessments, preparation of 31 client emission calculations and submittal of 22 permit applications. When people call us for assistance, their job title is not environmental manager. They are usually the accountant, human resource manager, maintenance personnel or office manager. This is why it is important that we explain our environmental permits in a way that anyone can understand. More importantly, it is providing on-site assistance and training, helping to prepare record keeping spreadsheets and completing reporting forms so that people can comply with permit conditions or new regulations, even if it isn't their primary responsibility.



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# Living Greener

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## *Facilitating Environmental Stewardship*

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Choices we make every day have lasting impacts on the environmental, economic and social health of the Commonwealth of Kentucky. Our staff works to educate businesses, communities and individuals about opportunities to be good stewards of the environment while improving the economic and social well-being of the communities in which they live. Whether it's making energy-efficient improvements at a wastewater treatment plant, revitalizing a contaminated property or going above and beyond the environmental call of duty, our staff can assist through one-on-one support or education.

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### Brownfields

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Due to limited resources, our programs have become more focused on providing quality one-on-one assistance. From information on how to approach writing a grant to information on resources to make a manufacturing facility green, our staff endeavors to help those who seek guidance on being good stewards. Our Brownfield Redevelopment Program, which assists both public and private entities in redeveloping properties with suspected or confirmed contamination, is unique among the U.S. Environmental Protection Agency's (EPA) Region 4 states. The program provided its annual brownfield grant writing workshops and webinars to facilitate the development of strong applications. We follow this up with group and individual grant review services to help applicants fine-tune their applications.

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### Environmental Leadership

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KY EXCEL, the state's voluntary environmental leadership program, also offers in-depth, site-specific assistance. KY EXCEL staff visited Keeneland, a horse racing track, to determine what environmental improvement opportunities exist at the track. During the visit, electrical, natural gas and water efficiency, recycling, composting and hybrid vehicles were discussed. We wanted to determine if there were any stumbling blocks to Keeneland improving its environmental performance. A similar site visit was conducted at Kentucky Speedway, an automobile racing track. The information gathered at these two sites is comprehensive and can be transferred to other sporting venues in the state. Our ultimate goal is to help increase compliance and understanding of environmental association to notify and train people on these rules.

How have we  
formed  
**Partnerships**  
to improve our  
programs?

We feel that partnerships are an important part of doing business. They allow us to identify issues, develop resources and provide targeted assistance to various business sectors and public entities and can result in innovations that help drive improvements in Kentucky's environmental health. KY EXCEL staff also fosters partnerships between members through KY EXCEL Connect, a member-only publication. KY EXCEL Connect contains projects that members are conducting and also has a section dedicated to covering projects in which members might be looking to partner on with other members.



*Sustainable  
Spirits*

KY EXCEL staff partnered with the Kentucky Distillers Association (KDA) for outreach to the spirits industry on environmental stewardship initiatives. On Oct. 27, 2011, we held the first Sustainable Spirits Summit at Wild Turkey Distillery in Lawrenceburg, Ky. During the summit, participants covered potential funding opportunities, identified areas of excellence for the industry and areas for improvement. One thing we learned was that most of the distilleries were doing a lot of positive and

environmentally beneficial projects, but they were not publicizing them. Following the success of the first event, a second summit was held on March 27, 2012 at Woodford Reserve Distillery near Versailles, Ky. During these events, it was determined that the industry would like to have a series of white papers on the best management practices for their industry, a task that will be covered in the coming year.

# Mentoring Environmental Leaders

Many of our programs utilize webinars, conferences, and education and outreach material to help those interested in redevelopment and environmental stewardship. Each summer the Brownfield program hosts a brownfield redevelopment webinar series to provide education on hiring environmental consultants, adaptive reuse of buildings and end-use based site selection. These sessions lead up to our brownfield grant writing webinars and classes. We also focus on directly working with clients to provide education and assistance. Our brownfield program had special educational initiatives in the areas of energy production utilizing brownfield sites, healthcare facility placement on sites and safe urban gardening to encourage alternative and non traditional uses of sites that will result in positive community impacts.



Our KY EXCEL program hosted two educational based webinars open only to active KY EXCEL members to educate participants about environmental issues, provide them with ideas for environmental improvements and to help them connect with other members. KY EXCEL also partnered with the Eco-Dentistry Association to host a webinar since many dentists do not realize they have opportunities to reduce their electrical and water usage as well as reduce the amount of waste they generate. KY EXCEL focused on educational efforts for specific sectors by developing training for grocery stores and sporting venues. Both sectors have many opportunities for efficiencies in lighting, cooling, cooking and waste.



## In what way do KY EXCEL members *Contribute* to the program's success?

The backbone of the KY EXCEL program is the voluntary environmental projects completed by our members, who commit to developing an environmental management plan and conducting voluntary projects. The projects vary widely from recycling programs to conservation of natural resources and environmental education programs. Despite fluctuations in KY EXCEL membership during the past year, we like to think of our members as shining examples to their communities. During the tornadoes that affected eastern Kentucky in early spring, KY EXCEL members were quick to offer their services during the cleanup efforts. Some members offered to collect and properly dispose of electronic scrap and to recycle other materials collected while others donated cleaning supplies and volunteered time and support. We make sure to recognize our members through various avenues including the program website, case studies and through the DEP Environmental Awards. To keep this program going, KY EXCEL staff continues to participate in outreach activities to current members and meet with perspective members. The staff coordinated 13 events this fiscal year in an effort to increase membership in KY EXCEL. Some of those events include attending Chamber of Commerce meetings and displays at green fairs with presentations about membership in the program.

*Over 1400 projects have been completed by more than 61,283 people associated with the 184 KY EXCEL members. Thanks to them:*



*163,000 trees were planted*



*37 million pounds of paper, 2 million pounds of aluminum and 3 million pounds of plastic were recycled*



*93 million mmbtu of natural gas and 25 million kWh of electricity was saved*



*144 million gallons of water was saved*



## *Biofuels For Schools*

In 2010, staff member Kenya Stump was among 40 individuals selected nationwide to receive a Together Green Fellowship. Supported by a conservation alliance of Audubon and Toyota, the TogetherGreen Fellowship offers a \$10,000 grant toward a community-focused project to engage local residents in conserving land, water and energy and contributing to greater environmental health. In addition to the grant, recipients receive specialized training in conservation planning and execution, the chance to work and share best practices with gifted conservation professionals and assistance with project outreach and evaluation. Through receiving this fellowship, Kenya was able to create the Kentucky Biofuels for Schools Project.

“This fellowship gives me the opportunity to leave a legacy for Kentucky in a program that will inspire young minds, enrich Kentucky’s educational system and improve our environment, a win for all Kentuckians,” said Stump.

The project culminated in fall 2011, with the selection of Franklin County Career and Technical Center as the recipient of a \$5,000 grant to install and operate a biodiesel processor as part of the automotive technician training curriculum. Students work in groups of five to 10 to transform used cooking oil into biodiesel for use in off-road applications. The project will conclude this fiscal year with the release of a teacher toolkit that will include self-paced learning modules and classroom educational posters and curriculum guides.

## How did we generate *funding* for brownfield redevelopment?

Kentucky submitted seven grants and was awarded three, resulting in \$1.9 million flowing into the state for brownfield redevelopment. This is a 43 percent rate of success compared to the national average of about 25 percent. Kentucky was awarded more grant funds than any other state in U.S. EPA Region 4. Kentucky and the Northern Kentucky Area Development District both received Revolving Loan Fund (RLF) Grants of \$850,000 each (The RLF is one of only three awarded in EPA Region 4). The Cumberland Valley Area Development District received an Assessment Grant Award of \$200,000. These funds will be used to assess and remediate properties across the state thereby addressing existing environmental issues and providing a much needed economic boost to the areas receiving funds.

## *Stewardship Fun Facts*



Our staff trained more than **150** individuals with a satisfaction rating of **97%**

In FY12, **13** trainings geared toward greener, stronger communities and businesses were offered

More than **140** people participated in our workshops, webinar and conference presentations.

This year the division and its programs were recognized by the Kentucky Association of

Government Communicators for its *outreach materials*, new program *logos* and *informational brochures*.

## How do we *help* Kentucky create environmentally safe communities?

In order to maintain a healthy community, one critical step is to remove the threats that contaminated properties pose. Across Kentucky, there are an estimated 8,000 brownfield properties that are mostly ignored due to fear, financing issues or the complicated process of bringing them back to life. The Kentucky Brownfield Redevelopment Program aids in removing these barriers through its services and resources. Over the past year, our staff along with the staff from the Division of Waste Management provided assessment services at 11 sites across the Commonwealth. These services can include Phase I and Phase II environmental assessment services and are important in liability defense and eligibility for federal brownfield cleanup grants. We also help communities decide on how they want to transform brownfield sites through our visioning sessions. These sessions, modeled after a process developed by the U.S. Army Corps of Engineers and the U.S. EPA, uses citizen creative powers to visualize and draw how they want their communities to look in the future. The award of an \$850,000 U.S. EPA Brownfield Revolving Loan Fund Grant has allowed us to set up a program to provide low-interest loans and subgrants for brownfield redevelopment. Private sector entities will be eligible for low-interest loans for cleanup activities and a portion of the fund has been set aside to make subgrants to communities that are undertaking brownfield cleanup projects. Additionally, the legislature passed House Bill 465 during the 2011-12 legislative session that expanded the state's current liability protections to cover petroleum sites that will aid anyone who is seeking to remediate a site with petroleum issues.

## Follow In Our Steps

Our staff  226 pounds of plastics and 45 pounds of aluminum.

DEP, through the assistance of DCA and the installation of programmable thermostats, saved \$ 450 and approximately 20,650 kwh of electricity.

That's enough electricity to power 18  for one month.

# Leading By Example

Part of our job is to promote environmental leaders. One way we have done that is through our case studies. Take a look at these companies that are taking initiative and making the environment their priority:

## Jericho's Gas Station



By taking simple, no-cost steps to conserve water and energy, the owner of this gas station saves more than \$500 a month in utility costs.

## Russellville Fire Dept.



The city used a brownfield property to create a much needed fire station and community sports complex, which is now a pride to the community it serves.

## West Sixth Brewery

This former bakery is an example of a adaptive reuse to provide space for a craft brewery and other businesses, which helped to revitalize a downtown neighborhood.



## Environmental Education



Among the many fun environmental education opportunities are LaFarge Silver Grove in Louisville, The Green Building in Louisville, Horse Cave's Amercian Cave Conservation Assoc. and the Salato Wildlife Education Center in Frankfort.

## Good Foods Market



This Lexington Market buys local, encourages neighborhood recycling, changes light fixtures and uses biodegradable utensils in the cafe.



## 2012 Eco-Art Contest

This year, our staff was pleased to sponsor the third annual Eco-Art Contest. This contest was open to Kentucky high school students who created art using the contest theme of conservation, environmental protection and pollution prevention. Students were encouraged to submit artwork using mediums of drawing, painting, print work, sculpture, mixed media and photographs. Artwork from the contest winners is displayed in the DEP Training Center, where it will be viewed by hundred of visitors.

The purpose of the contest was to encourage students to think about the environment and inspire them to reflect their thoughts on the environment in their artwork.

The winners of art contest were: Jacob Turner of Western Hills High School in Frankfort; Emily Larson from Taylor County High School in Campbellsville; Kisasi Takeuchi from Lyon County High School in Eddyville; Amber Pyle from Pleasure Ridge Park High School in Louisville; and Stephen Welch and Erin Downs from North Bullitt High School in Shepherdsville.

# DEP Environmental Awards

Six recipients of our 2011 Environmental Excellence Awards were recognized at the Governor's Conference on Energy and the Environment where Kentucky First Lady Jane Beshear presented the awards. Through this awards program, our staff recognized the efforts and activities of individuals, businesses and organizations that are committed to protecting and improving Kentucky's environment.



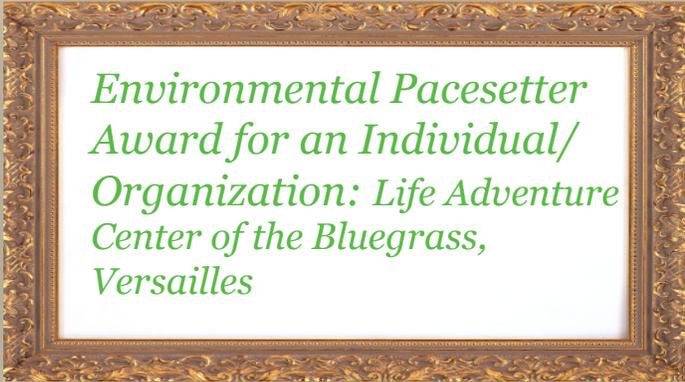
*KY EXCEL Champion  
Award: Ursuline Sisters  
of Mount Saint Joseph,  
Owensboro*



*Environmental  
Pacesetter Award  
for a Small  
Business: The Green  
Building, Louisville*



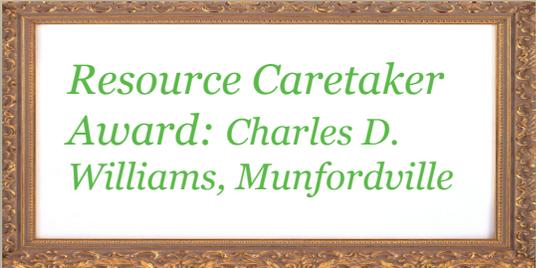
*Environmental  
Pacesetter Award  
for a Medium to  
Large Business:  
International Pa-  
per, Henderson*



*Environmental Pacesetter  
Award for an Individual/  
Organization: Life Adventure  
Center of the Bluegrass,  
Versailles*



*Community Environmental  
Luminary Award: Smithfield-  
Team Middlesboro*



*Resource Caretaker  
Award: Charles D.  
Williams, Munfordville*

When tornadoes struck eastern Kentucky in March, our KY EXCEL members were some of the first to respond, offering their skills, support and whatever else was needed in a time of crisis.

Presentations were provided at venues such as the Bluegrass Local Foods Summit, Campus Community Partnership for Sustainability Conference, the Your Town Conference in Harrodsburg, Ky. and the Big Sandy Healthcare Industry Network.

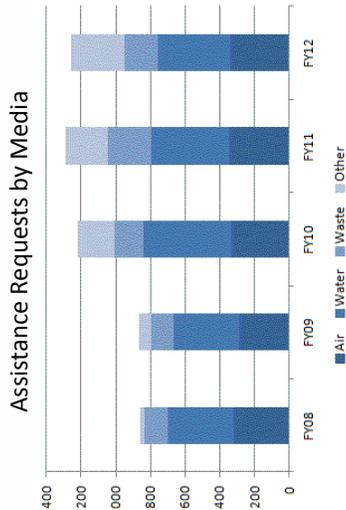


Brownfield assessments were provided for communities in Mercer, Kenton, Jefferson, Wayne, Todd, Perry and Rockcastle counties on sites varying from former mills to abandoned school buildings.

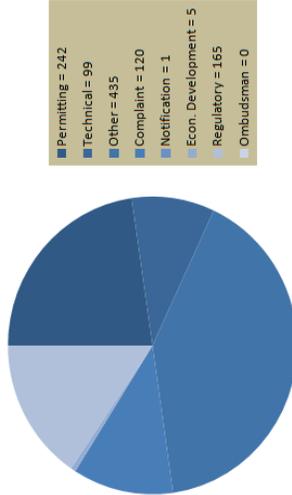
DCA manages two social network sites. The DCA Facebook page provides environmental tips and general information about the division. The Central Appalachian Revitalization Network page highlights projects, resources and news that could benefit those who live in the Appalachian Region.

# 2012 Dashboard Compliance Assistance Program

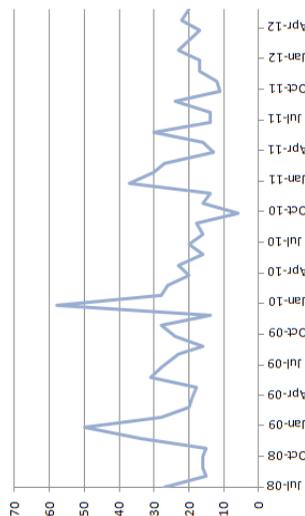
## Assistance Requests



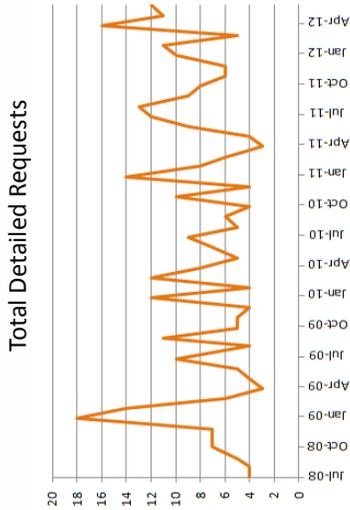
## Types of Assistance Requests FY12



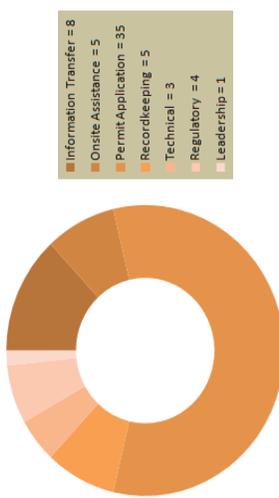
## Small Business Requests



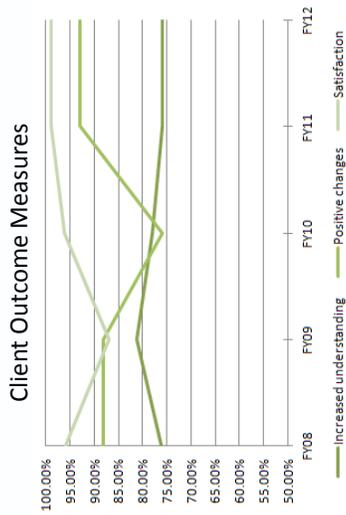
## Detailed Assistance



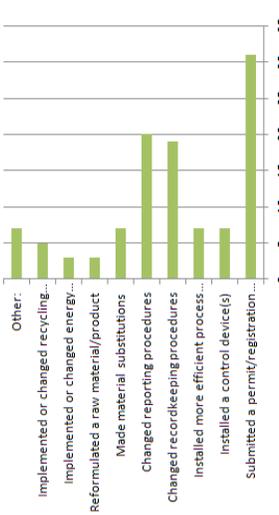
## FY12 Detailed Assistance Types



## Program Results



## Client Behavior Changes



## Training



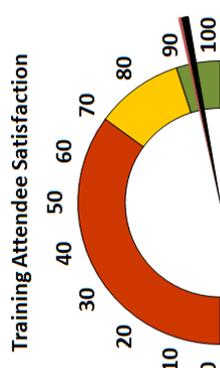
19 events held



314 people trained

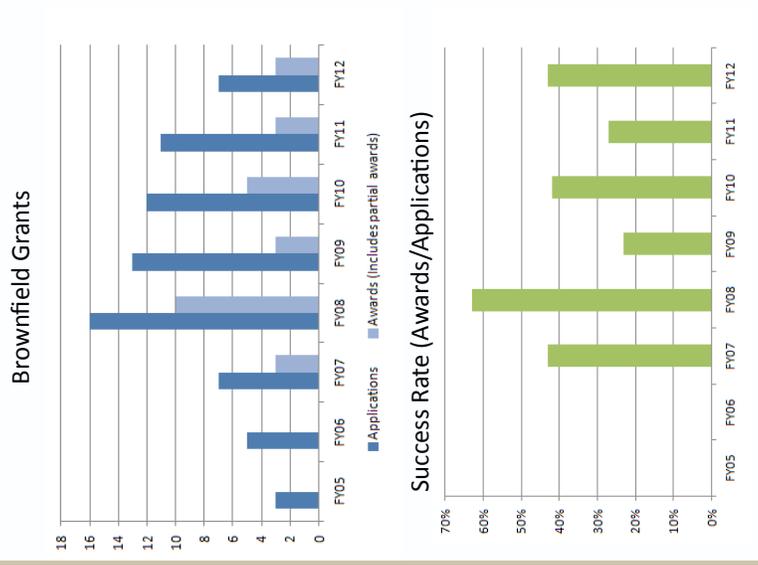


154 class hours



# 2012 Dashboard Brownfield Redevelopment Program

## Federal Community Grants



## Training



7 events held

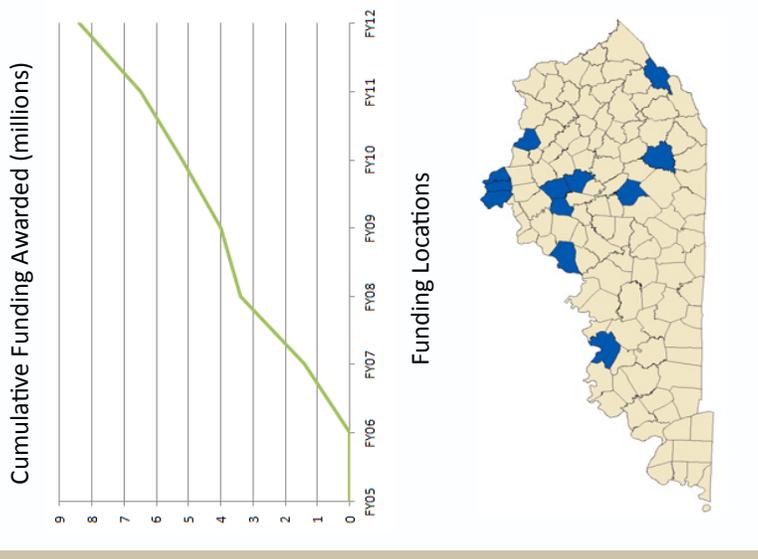


63 people trained

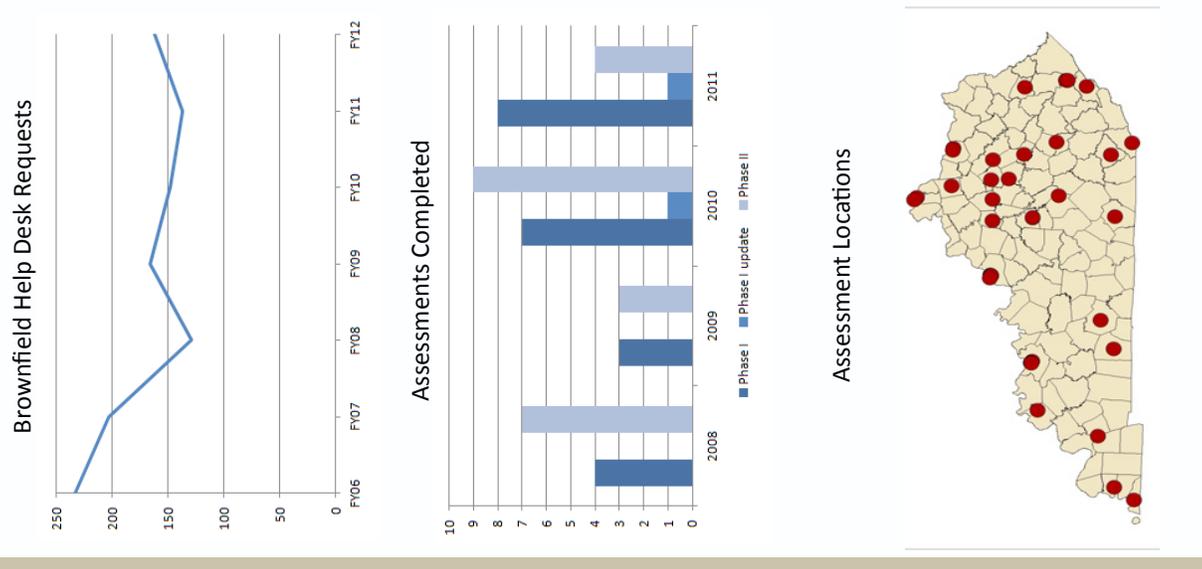


12 class hours

## Total Funding

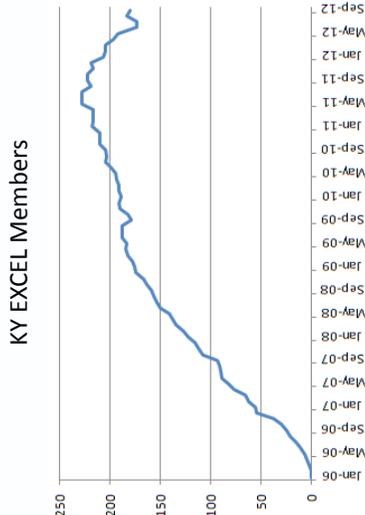


## Technical Assistance Requests

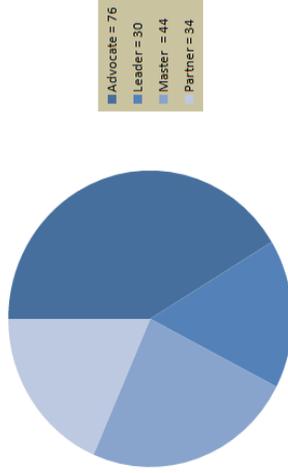


# 2012 Dashboard KY EXCEL Program

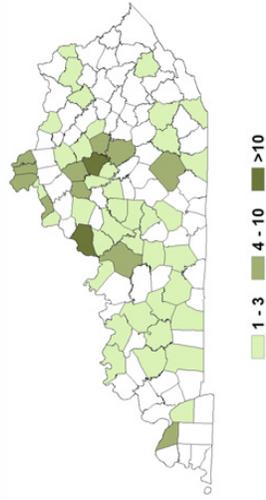
## KY EXCEL Membership



### KY EXCEL Members

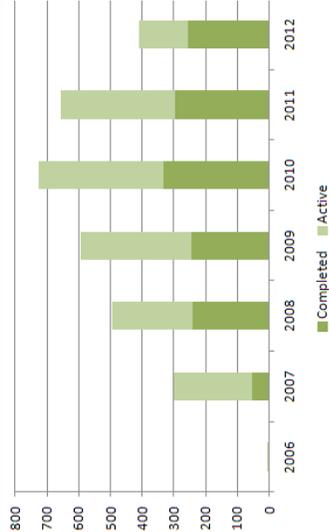


### KY EXCEL Membership

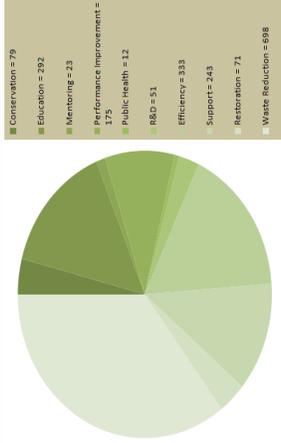


## Member Projects

### KY EXCEL Projects

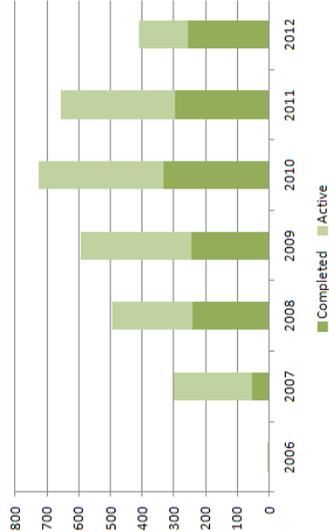


### Project Categories

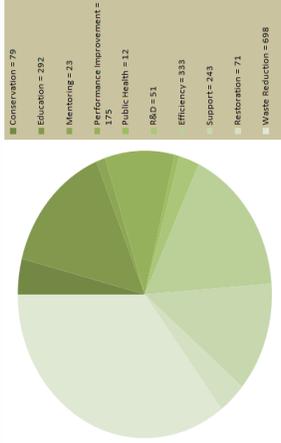


## Member Projects

### KY EXCEL Projects



### Project Categories



## Program Achievements

### Member Investments

Hours Spent	946,357
Dollars Spent	\$113,196,343
People Involved	61,283

### Select Member Results

37 million pounds of paper, 2 million pounds of aluminum and 3 million pounds of plastic recycled



25 million kWh electricity, 93 million mMBtu natural gas and 144 million gallons of water conserved



126, 530 dollars donated



56, 255 people trained



## Training



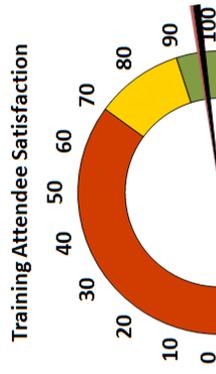
6 events held



95 people trained

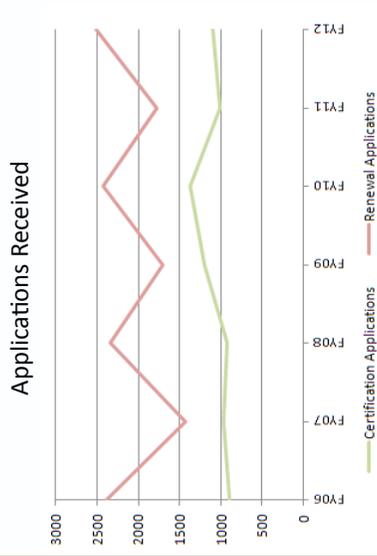


11 class hours

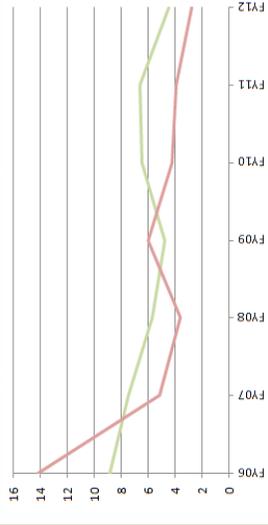


# 2012 Dashboard Operator Certification Program

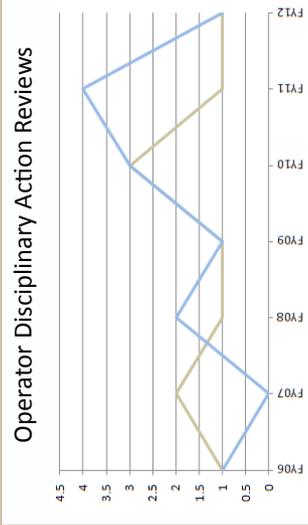
## Administration



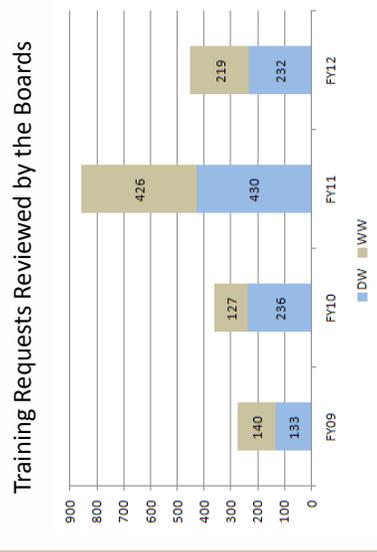
### Application Processing Time



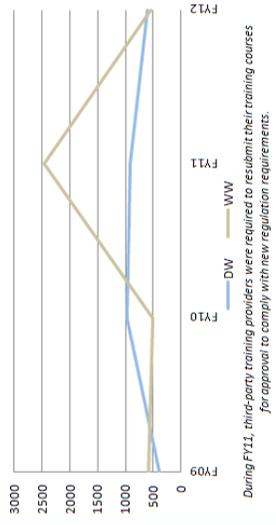
## Disciplinary Actions



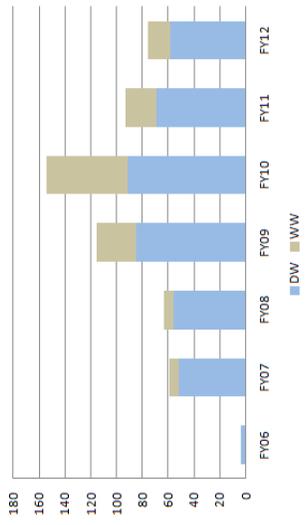
## Certification Board



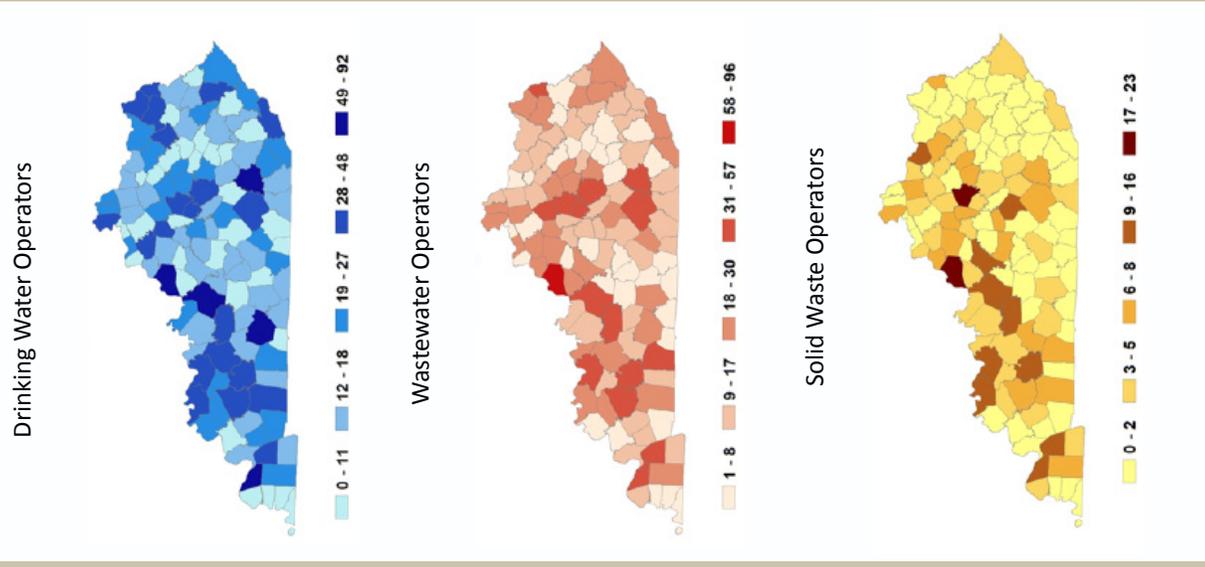
### Training Hours Approved by the Boards



### Board Review - Class 4 Applications

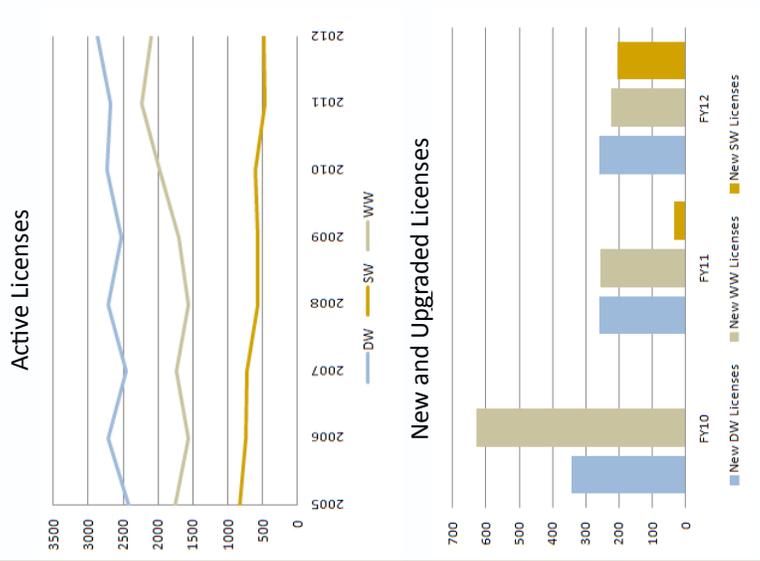


## Operator Availability

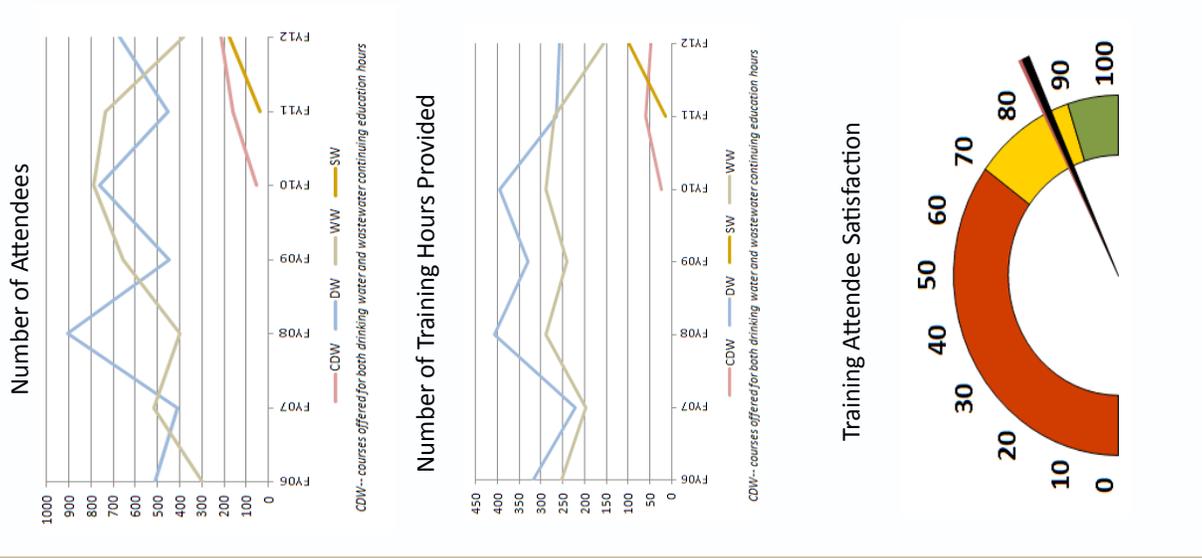


# 2012 Dashboard Operator Certification Program

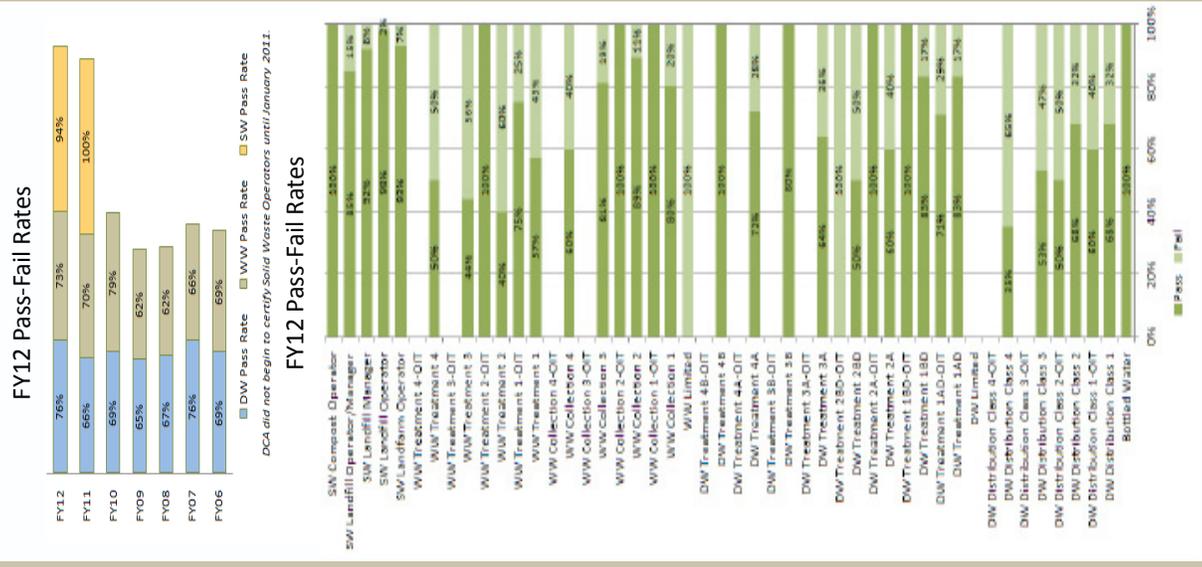
## Licenses



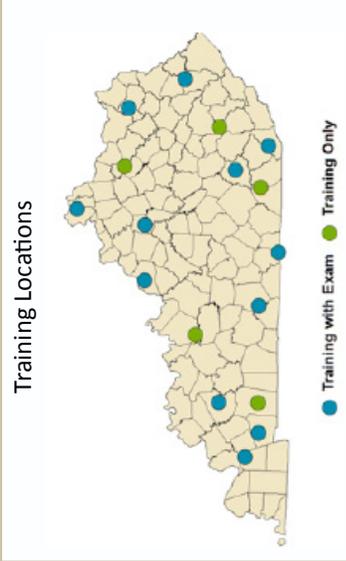
## Training



## Testing



## Training Availability



Contact Information:

Division of Compliance Assistance

300 Fair Oaks Lane

Frankfort, KY 40601

Phone: 502-564-0323

E-mail: [Envhelp@ky.gov](mailto:Envhelp@ky.gov)

Fax: 502-564-9720

