

OKLAHOMA DEPARTMENT OF
ENVIRONMENTAL
QUALITY
ANNUAL REPORT



CUSTOMER SERVICES DIVISION

CUSTOMER SERVICES DIVISION

“P”artners can be used to describe the responsibilities of the Customer Services Division of DEQ. Webster defines partnership as “a relationship of groups or individuals marked by mutual cooperation and responsibility.” While other DEQ divisions have responsibilities for specific areas of the environment, CSD is charged with creating partnerships, both within and outside the Agency. There are many forms of partnership within CSD.

The Gas Chromatography/Mass Spectrometry, GC Organics, Environmental Microbiology/Radiochemistry and General Chemistry/Metals Sections are collectively referred to as the State Environmental Laboratory (SEL). SEL partnerships provide quality analysis and support to the other divisions of DEQ, to over 1200 public water supply systems in the state, to citizens with concerns about their water wells and to other state agencies including the Oklahoma Water Resources Board, the Corporation Commission and the Conservation Commission. The Laboratory Customer Assistance Section



“A relationship of groups or individuals marked by mutual cooperation and responsibility.”

partners with SEL to provide sample collection assistance and data interpretation to SEL customers with precision to assure a quality outcome of accurate data to support environmental decision makers.



The Customer Assistance Program (CAP) Section partners with the Oklahoma Department of Commerce and other business recruiters to foster development of Oklahoma’s economy in an environmentally sound fashion. CAP also works in partnerships to demonstrate to small businesses ease of compliance with the Clean Air Act and the benefits of adoption of Pollution Prevention practices. The Program Management Section keeps the community-right-to-know books for the emergency responders of the state, provides the graphics to go with the prose for outreach materials for the Agency, assures that environmental laboratories of the state produce quality data and facilitates communication with citizens on local environmental issues.

Pictured above is Agnes Chen and Les Campbell of the Customer Services State Environmental Laboratory.



MAJOR REVITALIZATION OF THE GC ORGANICS SECTION

During fiscal year 2001, this Section has undergone a major equipment revitalization program. Approximately \$200,000 has been spent to provide new computers for each analytical workstation, new gas chromatographs for haloacetic acids and nitrogen-phosphorous pesticides, upgraded reaction modules for the high

performance liquid chromatographs, as well as a complete overhaul of the system used for gasoline range organic analyses. Through this revitalization program, the lab is now able to provide faster and better customer support, not only in its day-to-day operations, but especially when called upon to react to an emergency situation.

GCMS LABORATORY UPGRADES EQUIPMENT

As part of an overall concerted effort to replace old equipment with new state-of-the-art instruments in all areas of the State Environmental Laboratory, the Gas Chromatography Mass Spectrometry (GCMS) Laboratory unit purchased and installed several new instruments. The new equipment allows the GCMS Laboratory to provide more accurate and reli-

able data to public water supplies and will eventually improve the analyses for hazardous waste, Superfund and other areas that the laboratory supports. The new equipment was utilized in identifying problems with the water system in Meeker, Oklahoma so that they could be quickly corrected and in the analysis of samples for various Superfund projects.

GENERAL CHEMISTRY LABORATORY INCREASES OUTPUT AND SERVICES

The General Chemistry Laboratory has seen a dramatic increase in samples analyzed in the past fiscal year. With greater regulatory requirements and federal funding for the Clean Water Act, the OWRB and the OCC have increased and expanded their statewide sampling programs. Due to ever escalating federal regulations, Public Water Suppliers have also had to heighten their monitoring efforts to meet the requirements of the Safe Drinking Water Act. As a result, the DEQ General Chemistry Section experienced a 125 percent increase in sample volume, and the metals laboratory saw a 20 percent growth.

GENERAL CHEMISTRY LABORATORY ON-TRACK FOR FULL NELAC ACCREDITATION

The purpose of the National Environmental Laboratory Accreditation Conference (NELAC) is to foster the generation of environmental laboratory data of known and documented quality in a cost-effective manner through the development of nationally accepted standards for environmental laboratory accreditation. The General Chemistry lab expects full implementation of NELAC standards in 2002. As a result, the lab expects to see an additional 20 percent increase in lab Quality Assurance/Quality Control (QA/QC) requirements.

The laboratory will set up analyte QC guidelines based on EPA designated statewide "eco-regions". Mike Bira of EPA Region 6 is moving in this direction in order to further distinguish between point and non-point pollution sources based on regional characteristics. The laboratory will help shape the direction of this program by contributing comments, suggestions, and data to this project.



Neal Green of the Customer Services State Environmental Laboratory

GENERAL CHEMISTRY HOSTS OPEN HOUSE FOR SISTER AGENCY

On the 22nd of June, the General Chemistry Laboratory hosted an Open House for thirteen members of the Oklahoma Water Resources Board. The half-day event was held in order to provide a forum for the exchange of information, to improve working relationships, and to promote a better sense of operational awareness and communication between the OWRB, the largest contractor of DEQ laboratory services, and staff. The group of attendees was com-

prised of field samplers, quality assurance personnel, and office staff. The tour began with a one-hour general discussion which consisted of a breakdown of the basic goals and objectives of the DEQ laboratory, the impact of federal guidelines both current and developing, data generation and validation techniques, quality assurance issues, and report compilation. Afterwards the group traveled to the sample receiving area of the State Environmental Laboratory for a display of the log-in procedure

and of sample tracking utilizing the Aquarius system. Upstairs, chemists gave several hands-on demonstrations of various scientific methods in progress and the accompanying instrumentation essential to the OWRB's field projects. Finally, the members completed the circuit with a question and answer session held in the 6th floor conference room. Response was very positive from the OWRB and went a long way towards improving operational inter-agency relations.

COMBINED EFFORTS PROVIDE SAFE DRINKING WATER

One of the duties of the Internal Customer Assistance Section (ICA) of CSD is to respond to requests for assistance that do not fit within the regular routine of the Agency. This past year, a problem surfaced in a subdivision bordering Tinker AFB where the residents were concerned that pollution from historic disposal activities on base was beginning to impact their drinking water. This coincided with a request from Tinker authorities to assist in a monitoring program to address the residents' concerns.

The ICA, with the assistance of the Land Protection Division and Tinker environmental personnel, formulated a plan to make personal contact with each resident of the subdivision. Flyers were hand-delivered to each home, requesting that the occupant contact DEQ and set up a schedule for collection of a water sample from the water well. This initial effort resulted in the collection from 43 out of a total of 46 water wells in the area. With follow-up contacts, every well within the division was sampled. Two separate areas were identified where organic solvents had found their way into the ground water in exceedance of safe drinking water standards.

During sample collection, the Citizen's Advisory Panel (CAP), with sponsorship from Midwest City and Tinker AFB, held public meetings in an effort to explain the haz-

ards of organic solvents in ground water. The ICA played a major role in helping those in attendance better understand the situation.

After a series of re-samples, the major areas of concern were isolated and Tinker furnished bottled water to residents until appropriate filtration to remove the contaminant could be installed. Tinker is now in the process of working with Okla-

homa City and will, within a few months, have city water supplied to all those within the subdivision that so desire. In summary, within 12 months of notification, ICA had determined the extent of the problem and worked jointly with Tinker AFB and citizens to come up with a solution to furnish safe drinking water to the area.

NEW TEST IN MICROBIOLOGY



The Environmental Microbiology Section of the State Environmental Laboratory is now using a new EPA test method to monitor the quality of recreational water. The new method is called Enterococci testing. The test method

uses a membrane filter to capture the bacteria from a water sample. The filter is then placed on a selective agar and incubated for 24 hours. After incubation, the analyst counts any bacterial colonies that have a blue halo around them. These colonies are then selected and subcultured for confirmation testing. Presence of Enterococci indicates fecal pollution and the possible presence of pathogens. This test is included in the standards for testing fresh water bathing beaches, to ensure the public's safety.

LABORATORY CERTIFICATION SECTION

IMPLEMENTS TRACKING SOFTWARE

DEQ's Laboratory Certification Section has developed new tracking software which provides a much needed update to the current system. The new software tracks laboratory proficiency testing of samples, audits deficiencies and tracks past inspections. "This will enable us to have a faster turn around time with respect to laboratory inspections and certification issuance," says Tony Bright, Section supervisor. "The software system is a first step of many we will be taking to enhance the state's Laboratory Certification Program." Tony Bright and David Caldwell serve Oklahoma's environmental laboratory community as EPA approved laboratory certification officers and are dedicated to providing quality laboratory oversight.



Pictured above are Tony Bright and David Caldwell of Customer Services Laboratory Certification Section.

LABORATORY SERVICES COUNCIL

The Laboratory Services Advisory Council held two public meetings to examine and discuss proposed fee changes for analytical work performed by the State Environmental Laboratory. After giving careful consideration to all

parties impacted, it was the consensus of the Council to recommend the changes. The fee changes will provide funding to replace aging equipment and instrumentation in the laboratory. The Council also reviewed and recommended changes

in the laboratory certification proficiency-testing program, so that the program can be continually updated be revised to meet changes in the proficiency testing industry's standards.

LABORATORY SERVICES COUNCIL

Member	Professional Realm	Appointing Official	Term
Elaine Stebler	Microbiology	President ProTempore of the Senate	9-9-2002
Larry Brim	Private lab	President ProTempore of the Senate	9/9/2003
William J. Janacek *	Public Laboratory	President ProTempore of the Senate	9/9/2001
Dr. Ali Fazel	Private Lab	Speaker of the House	2/4/2002
Harry L. Gearhart	Permit holder	Speaker of the House	2/4/2002
Betty Fox **	Environmental Chemistry	Speaker of the House	2/4/2001
Paul LaMar	Private Laboratory	Governor	7/1/2003
Terry Lyhane	Field of Hydrogeology	Governor	7/1/2004
James W. Engman	Syntroleum Corporation	Governor	7/1/2004

* denotes chairman

** denotes vice-chairman

P₂ CONTACTS

AUTOMOTIVE SERVICES Door To Door

In an attempt to improve Pollution Prevention (P2) participation by automotive service and repair facilities, P2 Program staff instituted a door-to-door, face-to-face contact approach. The staff made initial “cold” contact, which included introductions and sharing of preliminary information about the P2 program and its outreach efforts. This contact was followed up with a phone call, and an appointment was made for an official site assistance visit. In Oklahoma City there were 50 contacts with 20 Site Audit Visits (SAVs) from February – June 2001.



P₂ REACHES OUT

TO METAL FINISHERS

The Pollution Prevention (P2) program implemented an outreach program specifically designed for metal finishing facilities. Previous interaction with members of this sector (particularly electroplating operations) and discussions with regulatory program staff revealed multi-media issues of possible non-compliance. SAVs to several facilities reinforced this perception. The

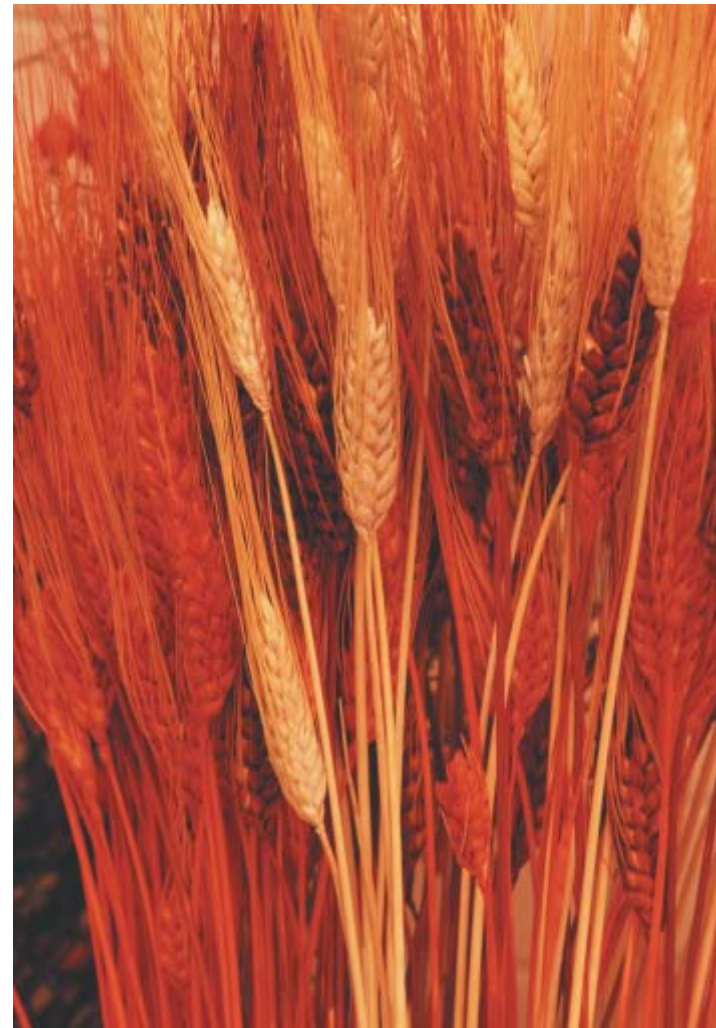
outreach program was initiated in Oklahoma City and provided both individualized technical assistance through Site Audit Visits (SAVs) and group education. Of the 37 eligible facilities, 26 participated in the program. Four seminars on various topics were conducted. Three documents entitled “How to Inventory Wastes for Environmental Compli-

ance,” “Waste Reduction Opportunities Checklist for Metal Finishers,” and “A Guide for Choosing and Operating an On-Site Distillation Unit” were developed and disseminated. Seminar and document development effort involved staff from across the Agency including LPD, AQD, and ECLS as well as the City of Oklahoma City.

PARTNERSHIPS PROMOTE P2 ACROSS THE STATE

Partnership between the P2 program and the Pretreatment Coordinators Association continued with outreach to food handling facilities in Enid and printing and photo processing facilities (facilities with possible silver-bearing wastewater discharges) in Muskogee and Norman. As a result of this partnership, Norman and Tulsa have had several hundred facilities sign on to participate in their voluntary Best Management Practices (BMPs) programs. Typical participants are medical and dental facilities, chiropractors, printers and photo processors. A document entitled *Silver Management for Small Photo Processing Operations* has been developed and distributed.

Another partnership involved the Oklahoma Small Business Development Centers (OSBDC) and OSU Engineering Extension. These partners co-sponsored seminars in Muskogee and Chickasha entitled *Oklahoma Small Business Compliance Review*. Yaffee Iron and Steel assisted with local promotion in Muskogee.

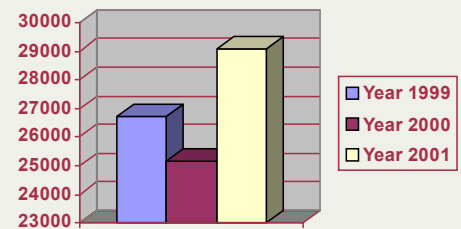


NETWORKING ENHANCES SARA TITLE III COMPLIANCE

In an effort to improve statewide compliance for SARA Title III chemical inventory reporting, the Risk Group identified three industry groups for outreach; Oil & Gas Production, Propane Dealers, and Water/Wastewater Treatment Plants. DEQ staff networked and shared information with The Oklahoma Corporation Commission, the LP Gas Administration, and the DEQ

Water Quality Division to identify and inform potential out-of-compliance sites. As the result of this outreach the Risk Group Staff responded to more than 1,000 requests for assistance, providing forms, instructions and report preparation assistance. The effort resulted in nearly 4,000 new sites being reported in 2001.

Oklahoma Tier Two Hazardous Chemical Reporting Locations

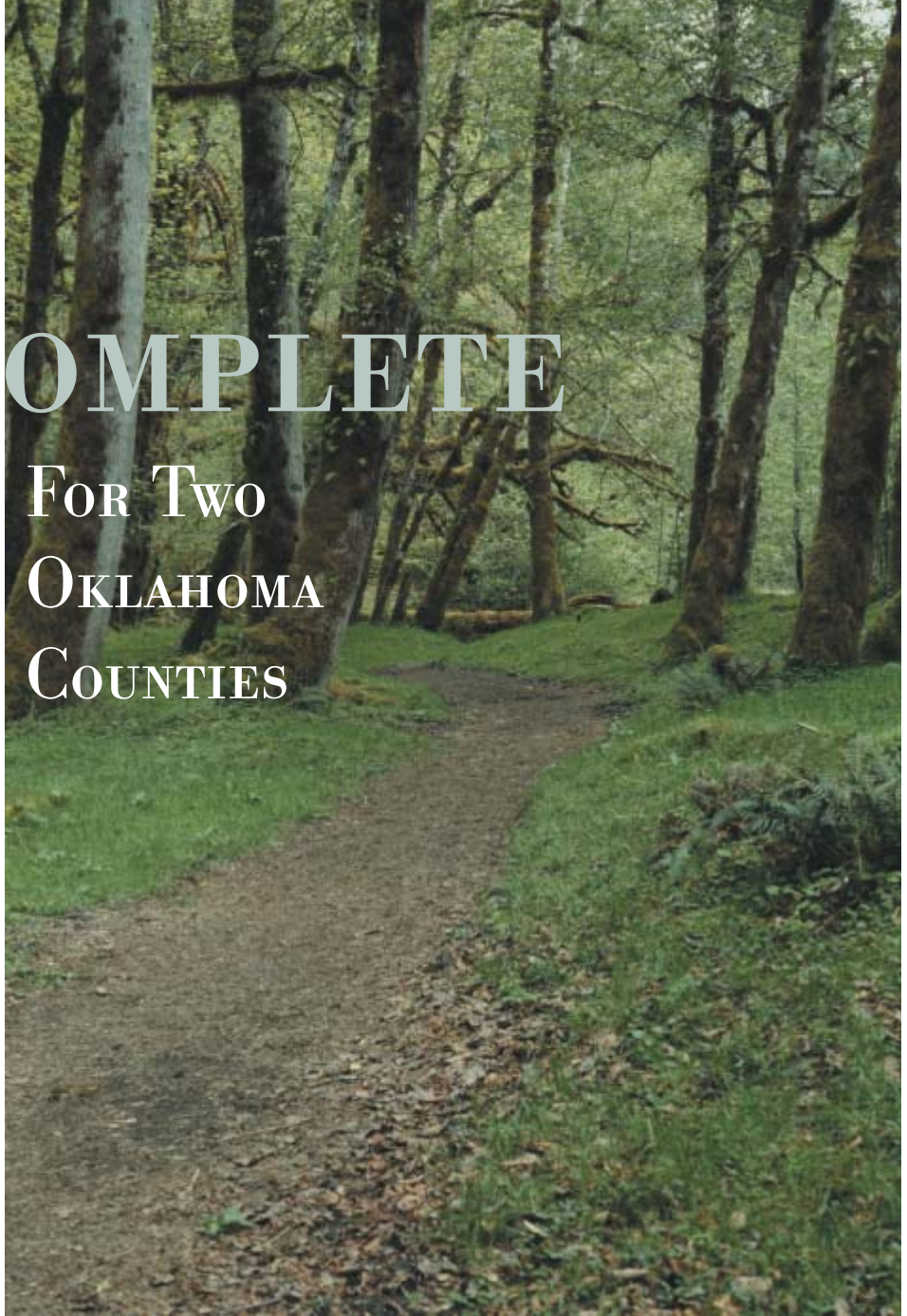


Oklahoma Tier Two Hazardous Chemical Reporting Locations

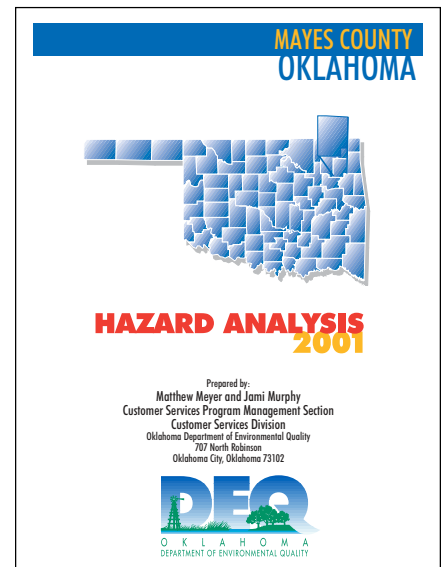
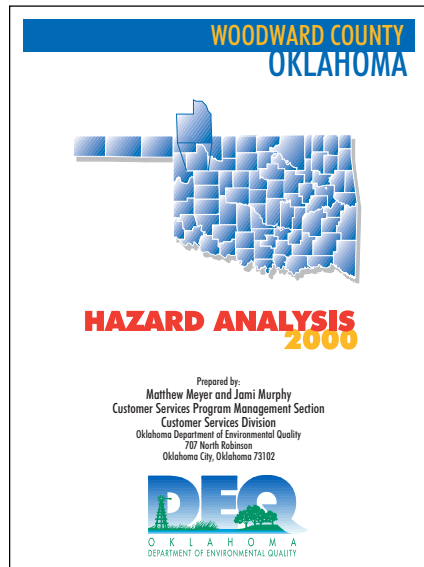
Year 1999	Year 2000	Year 2001	CHANGE 2001-2000	CHANGE 2001-1999
26,714	25,150	29,076	+ 3,926	+ 2,362

HAZARD ANALYSES COMPLETE

DEQ completed two County Hazard Analyses which determined and prioritized locations in each county that posed the greatest risk to the community. These reports assisted Local Emergency Planning Committees (LEPC) with response planning for chemical incidents. The projects required active participation from industry as well as local emergency service providers, and that's exactly what happened in Woodward and Mayes counties. Facility personnel, local responders, and Risk Group staff worked as a team to gather and analyze chemical information to improve spill response plans. DEQ staff and local emergency responders reviewed Tier Two reports to identify facilities that could present a chemical spill risk to the community. Industry and response representatives all agreed that the Hazard Analysis is a great tool. DEQ will expand this program to include all Oklahoma counties over the next few years.



FOR TWO OKLAHOMA COUNTIES



CUSTOMER ASSISTANCE PROGRAM SUCCESSFUL IN RECRUITING BUSINESSES TO OKLAHOMA

The permit assistance team of the Customer Assistance Program (CAP) scored a major success during FY 2001 when the team assisted the State in recruiting three large, environmentally responsible industries to Oklahoma. As part of

the Oklahoma Department of Commerce's business recruitment team, the CAP handled environmental questions, coordinated pre-permit assistance meetings and provided timetables for permit issuance. This effort resulted in attracting Dal-

Tile Corporation to the Muskogee area and Quad/Graphics and Corning Inc. to the Oklahoma City area. The three companies plan to provide approximately 2,000 new jobs to Oklahoma over the next few years.

SMALL BUSINESS ADVISORY COUNCIL

During FY 2001, the Small Business Compliance Advisory Panel continued to represent the needs and concerns of the small business community in Oklahoma relative to environmental issues. The Panel met once to hear updates on current projects, provide input into future projects and evaluate the effectiveness of the Small Business Assistance Program. As in the past,

the Panel became involved in the rulemaking process by engaging in discussions and providing input regarding proposed rule changes that would affect small sources. Additionally, the Panel members provided guidance on several current outreach projects occurring within the Agency. More specifically, these included the on-going Metal Finishing Outreach, the New Source Iden-

tification Project, the Small Manufacturing Outreach and non-attainment issues as they affect small sources. The staff of the Small Business Assistance Program, as well as Air Quality staff, wish to thank the Panel members for their valued opinions and recommendations. They continue to help shape small business regulatory fairness within our Agency.

SMALL BUSINESS ADVISORY PANEL

Member	Professional Realm	Appointing Official	Term
Loretta Plugge	General Public	Governor	3/1/2002
William Wortman	General Public	Governor	3/1/2003
Vacant	Small Business Owner	President ProTempore of Senate	
Don Law *	Small Business Owner	Speaker of the House	1/15/2002
Robert Henry **	Small Business Owner	Senate Minority Leader	1/18/2003
Paul McKeithan	Small Business Owner	House Minority Leader	1/15/2005
Matt Richardson	No Specific Requirement	DEQ Executive Director	3/1/2002

* denotes chairman

** denotes vice-chairman

