

## Autobody Pilot Survey Questions Requiring Clarity for How to Record Responses January 26, 2011

Note: During our refresher training webinar on Jan 27<sup>th</sup>, we will discuss the following and after our conversation, this chart will be updated to reflect the group consensus on instructions for how to record responses.

We know a lot more now about site conditions and how shops may interpret some of our questions now that we have collected data in the first round of site visits. We now know that some questions are not as valuable as others and ideally we'd ask some questions in better ways and eliminate some questions entirely. However, we must collect the data as consistently in this round as we did in the last round in order to compare and contrast the data and assess the impacts of our assistance.

Question	Instructions for Recording Responses
<b>B.2.a/B.2.b</b>	While the person answering the survey questions may not themselves have been trained in all required training elements as defined in the list provided in B.2.b, it's important to ask the questions as presented. If after asking B.2.b, the response given for B.2.a may be changed to reflect their better understanding of what we mean when we ask "Have all technicians been trained". After asking both B.2.a and B.2.b please ensure that both responses reflect the final responses given, even if that means the respondent switches their answer to B.2.a
<b>C.1/G4</b>	Spray booth = fully enclosed, 4 walls or curtains, floor & ceiling (no gaps), ventilated w/exhaust fan
<b>C.3/G7</b>	Paint mixing room = enclosed, ventilated with exhaust fan
<b>C.4/G8</b>	Prep Station = enclosed w/roof and at least 3 complete walls or curtains, ventilated w/exhaust fans; can have conveyor
<b>C.11</b>	Record response given – if documentation reviewed (MSDS, etc) demonstrates something that contradicts the response given, discuss with respondent and record most accurate reflection of the condition.
<b>C.12.a</b>	Record response given – if documentation reviewed (MSDS, etc) demonstrates something that contradicts the response given, discuss with respondent and record most accurate reflection of the condition.
<b>C.15</b>	We're talking specifically about the 6H rule – not new regulations generally – ok to give that info to discern the most accurate response and record accordingly.
<b>C.17</b>	Ok to record any sources of information provided under "Other Asst type" and "Specify Source".
<b>D.1/G.10</b>	<p>This question requires clarity and may mean correcting data in the database for 2010 site visits.</p> <p>Labeling is required of SQGs and LQGs. VSQGs are not required to label. However, if unable to determine generator status, presume labels should be required – default to SQG. Advise shops that best practice is to include labels on haz waste containers and input accumulation start date on haz waste drum labels.</p> <p>VA does not have a VSQG designation and therefore, all haz waste drums should be labeled.</p>
<b>D.3</b>	<p>This question is poorly worded because we use the word "treat". The bottom line for D.3. is to record whether the shops are making waste determinations.</p> <p>Advise shops that if they are recycling waste on-site in MA they need a state permit to do so. Also, their generator status in D.1. should include haz waste amounts prior to</p>

Question	Instructions for Recording Responses
	on-site treatment.
<b>G.4/C.1.</b>	Spray booth = fully enclosed, 4 walls or curtains, floor & ceiling (no gaps), ventilated w/exhaust fan
<b>G.10/D.1</b>	<p>This question requires clarity and may mean correcting data in the database for 2010 site visits.</p> <p>Labeling is required of SQGs and LQGs. VSQGs are not required to label. However, if unable to determine generator status, presume labels should be required – default to SQG. Advise shops that best practice is to include labels on haz waste containers and input accumulation start date on haz waste drum labels.</p> <p>VA does not have a VSQG designation and therefore, all haz waste drums should be labeled.</p>
<b>G.14</b>	Absorbent paint applicators = rags (not paper towels) either sent off-site to industrial laundry facility OR washed on-site w/approval from POTW. Paper towels are not absorbent paint applicators. Shop wipe rule in OSWER pending. Currently paper towels used to clean up haz waste (e.g. F-listed wastes such as solvents, thinners) should be handled as haz waste.
<b>G.15</b>	Spills include liquids and liquids that have been treated w/absorbent product such as <i>SpeediDri</i> <sup>TM</sup> and left in place. Either condition should be considered a spill. Advise shop that either condition should be addressed, preferably while we are on-site. If they address the spill on-site during visit, record as such.
<b>E.1/E.2</b>	These 2 questions are confusing/redundant. If some evidence of emergency procedures exist, record as “yes”. Ideally we would have had “some” as a response option

## Statistically Valid Pilot Project - On-Site Visit Survey (03-24-2010)

Date of Visit: \_\_\_\_\_

Shop Identifier Number: \_\_\_\_\_

Assistance Provider: \_\_\_\_\_

Tel: \_\_\_\_\_

Facility Name: \_\_\_\_\_

Phone#: \_\_\_\_\_

Facility Address: \_\_\_\_\_

If site visit was attempted but not completed, check applicable reason(s) below:

<p><input type="checkbox"/> Immediate health or safety hazard within the shop</p>	<p>If you observe conditions or have been provided information regarding conditions at this location that you believe pose an immediate health or safety hazard (e.g. chemical exposures, exposure to excessive dust, spray painting operations outside of a booth or enclosure, etc.) conclude the visit, exit the shop and record the questionable conditions here:</p> <p>Report these conditions as soon as feasible to Project Managers Mary Dever-Putnam 617-918-1717 or Emily Chow 202-564-7071</p>
<p><input type="checkbox"/> Language barrier</p>	<p>For visits to shops where English is not the primary language spoken, it would be ideal to ask for any English-speaking person to help with translation during the visit; please record the translator contact information below if a translator assisted with communication during the visit. It is acceptable to schedule a different time for the visit when an English speaker is available; if this occurs, please record that on the site visit log sheet. Check this box only if no translator is or will be available, and language is such a barrier that you are not able to complete the site visit. Record primary language of shop operators here:</p>
<p><input type="checkbox"/> Shop refused to participate</p>	<p>Record notes/observations about why shop refused:</p>
<p><input type="checkbox"/> Shop terminated site visit early</p>	<p>Record notes/observations about why shop terminated visit early:</p>

Name and Title of Facility Contact Person: \_\_\_\_\_

Name and Title of Translator (if applicable): \_\_\_\_\_

*Introduction*

**Hi, my name is [interviewer name]. I am [contractors should state "I am a contractor/grantee"] here on behalf of the U.S. Environmental Protection Agency. We are conducting a survey related to environmental practices at autobody shops. Are you the person I should speak to about environmental issues in your shop?** *(If no, ask to speak with appropriate person and repeat above introduction. The ideal respondent- in survey research this is called the "most knowledgeable person" - is the person from the shop who keeps up with environmental requirements, is familiar with shop set up and operations, and perhaps receives information through training or attending workshops or manages the operations of the shop.)*

**Ok, great. It will take us about 1 hr to go through the survey and walk through the shop. Is there an office, or a place where we can sit to go over some of the basic questions first and then walk through the shop?** *Based on our observations and experience testing the survey out in shops, it works best to go through all interview questions up front in a quiet office area and then ask to be shown through the shop for observations*

**The purpose of this site visit is to ask about the shop conditions to help EPA develop appropriate future compliance assistance measures. The information gathered is not intended to be used for inspection or enforcement purposes. However, I am required to report conditions that appear to pose significant threat to human health or the environment or any significant violations.**

Survey Question	Instructions & Tips	Record outcomes, improvements or corrections made onsite, comments or questions from shop
<b>Section A: Introduction</b>		
<p><b>A1. Which of the following categories best describes your role at this shop?</b>  <input type="checkbox"/> Owner  <input type="checkbox"/> Manager  <input type="checkbox"/> Technician who applies spray coatings  <input type="checkbox"/> Another role (<i>specify</i>) _____</p>	<p><i>Read categories</i></p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>A2. a. Do the operations at your shop include the application of surface coatings to vehicles or parts?</b>  <input type="checkbox"/> Yes <input type="checkbox"/> No → <i>End survey</i></p> <p><b>b. When did initial construction of spray painting or paint stripping equipment begin?</b>            _____ (Month/Year) <input type="checkbox"/> Don't recall</p>	<ul style="list-style-type: none"> <li>• <i>A2a: Tell rep you are concluding visit since our intent is to assess shops that spray coatings.</i></li> <li>• <i>If visit ended, call Mary or Emily for back-up shop.</i></li> <li>• <i>A2b: Trying to ascertain date refinishing activities began here; estimate is OK</i></li> </ul>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>A3. Is this shop part of a corporate chain?</b>  <input type="checkbox"/> Yes (<i>specify</i>) _____  <input type="checkbox"/> No</p>		<p>_____</p> <p>_____</p> <p>_____</p>
<b>SECTION B: TRAINING</b>		
<p><b>B1. a. Have your employees taken a training program that covers proper hazardous waste management procedures?</b>  <input type="checkbox"/> Yes  <input type="checkbox"/> No → <i>Skip to B 2</i>  <input type="checkbox"/> Don't know → <i>Skip to B 2</i></p> <p><b>b. Is the documentation related to the hazardous waste management training program present and available for review?</b>  <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<ul style="list-style-type: none"> <li>• <i>CA provider may briefly review documentation before walk-through to determine whether or not shop has program. The CA provider will not evaluate the quality of the training program.</i></li> </ul>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

*NOTE: Observed or verified information should be recorded; if rep provides a response contradicted by what you observe, change response to reflect the TRUE condition.*

**KEY: Boldface Font** = spoken question; Normal Font = Site visit record and response options; *Italics* = assistance provider instruction (not spoken)

Survey Question	Instructions & Tips	Record outcomes, improvements or corrections made onsite, comments or questions from shop
<p><b>B2. a. Have ALL spray technicians been trained regarding spray equipment?</b>  <input type="checkbox"/> All technicians have been trained.  <input type="checkbox"/> Some (not all) technicians have been trained  <input type="checkbox"/> None of the technicians has been trained → <i>Skip to C 1</i>  <input type="checkbox"/> Can't determine → <i>Skip to C 1</i></p> <p><b>b. Has the training addressed and/or included the following regarding spray equipment?</b>  <i>Content of training:</i>  <input type="checkbox"/> <b>Selection</b>  <input type="checkbox"/> <b>Set-up</b>  <input type="checkbox"/> <b>Use</b>  <input type="checkbox"/> <b>Maintenance</b>  <i>Method of training:</i>  <input type="checkbox"/> <b>Hands on with equipment</b>  <input type="checkbox"/> <b>Classroom (Rule requirements)</b></p> <p><b>c. Are the training records present and available for review?</b>  <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>•<i>B2: CA provider may briefly examine documentation (certificates, dates, places) to determine whether or not all spray technicians have been properly trained.</i>  <i>B2b: Read responses; check all that apply</i>            •<i>B2c: Review docs before walk-thru. After examining training docs, if responses to B2b differ, change responses to reflect TRUE condition. Look for Hands-on training docs.</i></p> <p>•<b>Tell the shop rep: When we walk through the shop, it would be helpful if you could show me your spray guns.</b></p>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<b>SECTION C: AIR POLLUTANTS</b>		
<p><b>C1. a. Does your shop have a spray booth?</b>  <input type="checkbox"/> Yes <input type="checkbox"/> No → <i>Skip to C3</i></p> <p><b>b. Are ALL spray coatings applied in the spray booth?</b>  <input type="checkbox"/> Yes  <input type="checkbox"/> No  <input type="checkbox"/> Don't know</p>	<p>•<i>C1a: If no spray booth &amp; it is clear that spray applications are conducted at shop, record this at end of site visit questionnaire and report shop name &amp; location to Project Manager at conclusion of visit.</i></p>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

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Survey Question	Instructions & Tips	Record outcomes, improvements or corrections made onsite, comments or questions from shop
<p><b>c. When did your shop first begin using this spray booth to apply coatings?</b>  <input type="checkbox"/> Less than 2 years  <input type="checkbox"/> 2-5 years ago  <input type="checkbox"/> More than 5 years ago  <input type="checkbox"/> Don't know</p>		<hr/> <hr/> <hr/>
<p><b>C2. a. Is the spray booth ventilated with an exhaust fan?</b>  <input type="checkbox"/> Yes, spray booth is ventilated  <input type="checkbox"/> No, spray booth is NOT ventilated → Skip to C3  <input type="checkbox"/> Don't know → Skip to C3</p> <p><b>b. Do you know the capture efficiency rating of your booth exhaust system?</b>  <input type="checkbox"/> % Capture efficiency (fill in #)  <input type="checkbox"/> Can't tell</p> <p><b>c. Is the documentation related to the capture efficiency of your booth exhaust system present and available for review?</b>  <input type="checkbox"/> Yes                                    <input type="checkbox"/> No</p> <p><b>d. When was this booth exhaust system first used at your shop?</b>  <input type="checkbox"/> Less than 2 years ago  <input type="checkbox"/> 2-5 years ago  <input type="checkbox"/> More than 5 years ago  <input type="checkbox"/> Don't know</p>	<ul style="list-style-type: none"> <li>•C2b: <i>If respondent is unsure of capture rating, note that this info would typically be found on the filter package or provided by the distributor. CA provider may review documentation to determine the capture efficiency and input verified TRUE number.</i></li>   <li>•Tell the shop rep: <b>When we walk through the shop, it would be helpful if you could show me your spray booth(s) and exhaust system(s).</b></li>   <li>•C2d: <i>Read responses</i></li> </ul>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p><b>C3. a. Do you have a separate paint mixing room?</b>  <input type="checkbox"/> Yes                                    <input type="checkbox"/> No → Skip to C4</p> <p><b>b. When did your shop first begin using this mixing room?</b>  <input type="checkbox"/> Less than 2 years  <input type="checkbox"/> 2-5 years ago  <input type="checkbox"/> More than 5 years ago  <input type="checkbox"/> Don't know</p>	<ul style="list-style-type: none"> <li>•Tell the shop rep: <b>When we walk through the shop, it would be helpful if you could show me your mixing room.</b></li> <li>•C3b: <i>Read responses</i></li> </ul>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

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Survey Question	Instructions & Tips	Record outcomes, improvements or corrections made onsite, comments or questions from shop
<p><b>C4. a. Do you have a prep station where coatings are applied on vehicle components?</b>  <input type="checkbox"/> Yes                      <input type="checkbox"/> No → <i>Skip to C5</i></p> <p><b>b. When did your shop first begin using this prep station?</b>  <input type="checkbox"/> Less than 2 years  <input type="checkbox"/> 2-5 years ago  <input type="checkbox"/> More than 5 years ago  <input type="checkbox"/> Don't know</p>	<ul style="list-style-type: none"> <li>• <i>C4a: explain that we're interested in where parts are sprayed if not in the booth.</i></li> <li>• <b>Tell the shop rep: When we walk through the shop, it would be helpful if you could show me your prep station.</b></li> <li>• <i>C4b: Read responses.</i></li> </ul>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p><b>C5 a. How do technicians at your shop typically clean the spray guns?</b>  <input type="checkbox"/> Use a fully enclosed spray gun washer  <input type="checkbox"/> Use a fully enclosed spray gun washer and occasionally disassemble and clean by hand  <input type="checkbox"/> Flush with solvent (but don't spray)  <input type="checkbox"/> Spray coatings and/or solvent through the gun  <input type="checkbox"/> Clean disassembled gun by hand or through mechanical methods  <input type="checkbox"/> Other (specify) _____</p> <p><b>b. When was this spray gun cleaning approach first used at your shop?</b>  <input type="checkbox"/> Less than 2 years ago  <input type="checkbox"/> 2-5 years ago  <input type="checkbox"/> More than 5 years ago  <input type="checkbox"/> Don't know</p>	<ul style="list-style-type: none"> <li>• <i>C5a: Allow for a response. If rep needs help, read whole list.</i></li> <li>• <i>Check all that apply</i></li> <li>• <b>Tell the shop rep: It would be helpful during the walk through to see where you clean guns and parts and also the type of solvent used for gun and parts cleaning.</b></li> <li>• <i>See QG3 walk-thru question.</i></li> </ul>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p><b>C6. Do you use waterborne paints?</b>  <input type="checkbox"/> Yes  <input type="checkbox"/> No → <i>Skip to C8</i>  <input type="checkbox"/> Don't know → <i>Skip to C8</i></p>	<p><i>Tell shop rep: <b>Waterborne paints are not necessarily HAP-free (some still have metals) they are low-VOC. Topcoats are not waterborne.</b></i></p>	<hr/> <hr/> <hr/>



Survey Question	Instructions & Tips	Record outcomes, improvements or corrections made onsite, comments or questions from shop
<p><b>C7. Do you use waterborne paints for your:</b>            ___ Basecoat            ___ Primer            ___ Other (specify) _____</p>	<p>● <i>Read responses</i></p>	<p>_____            _____            _____</p>
<p><b>C8. On average, about how many gallons of each of the following coatings are applied in your shop each week?</b>  <b>Basecoat:</b> _____ gallons _____ don't know  <b>Primer:</b> _____ gallons _____ don't know  <b>Topcoat:</b> _____ gallons _____ don't know  <b>Total Estimate:</b> _____ gallons _____ don't know</p> <p><i>If gallons estimate not provided, ask for:</i>            _____ <b>Number of jobs per week</b></p>	<p>● <i>Ask for gallons first and if no estimates, ask if they can provide the average number of spray paint jobs per week.</i></p>	<p>_____            _____            _____            _____            _____            _____            _____            _____</p>
<p><b>C9. Who is your primary supplier of paint coating products? Would you provide contact information for that supplier? We are asking because we'd like to partner with the suppliers to provide compliance assistance in the future.</b>            Supplier: _____            Contact Name : _____            Phone number: _____            Email address: _____</p> <p>Supplier: _____            Contact Name : _____            Phone number: _____            Email address: _____</p>	<p>● <i>C9: Record both supplier and paint line (e.g. PPG, DuPont, Sherwin Williams, BASF, etc.)</i>            ● <i>Record phone and or email address.</i></p>	<p>_____            _____            _____            _____            _____            _____            _____            _____</p>
<p><b>C10. Does your shop have Material Safety Data Sheets (MSDS) and coating formulation data supplied by the manufacturer for the solvents and coatings that you use? Is this documentation present and available for review?</b>            ___ Yes, documentation available for all solvents and coatings            ___ Documentation available for some solvents and coatings, but not all            ___ Documentation not available for any solvents or coatings            ___ Don't know</p>		<p>_____            _____            _____            _____            _____            _____            _____            _____</p>

*NOTE: Observed or verified information should be recorded; if rep provides a response contradicted by what you observe, change response to reflect the TRUE condition.*

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Survey Question	Instructions & Tips	Record outcomes, improvements or corrections made onsite, comments or questions from shop
<p><b>C11. Do the coatings used by your shop contain any of the following hazardous air pollutants: chromium, lead, cadmium, nickel, or manganese (includes compounds of these metals)?</b>  <input type="checkbox"/> Yes      <input type="checkbox"/> No      <input type="checkbox"/> Don't know</p>	<ul style="list-style-type: none"> <li>• <i>Explain: MSDSs provide information regarding content of the product including presence of the targeted HAPs</i></li> <li>• <i>Review key MSDSs to confirm shop answers or clarify if shop doesn't know. Key MSDSs for 5 HAPS are base tints, especially yellows and reds. If no physical documentation is available, confirm if shop uses a color matching computer technology on-site that has formulation data in it, and if so, ask to see data.</i></li> <li>• <i>Review docs before walk-thru.</i></li> </ul>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p><b>C12. a. Do you use chemical products for paint stripping tasks?</b>  <input type="checkbox"/> Yes      <input type="checkbox"/> No → <i>Skip C15</i>      <input type="checkbox"/> Don't Know</p> <p><b>b. What chemical products do you use for paint stripping?</b>  <i>List Products:</i> _____</p>	<ul style="list-style-type: none"> <li>• <i>C12: e.g. StripRDry, Booth Floor Stripper made by CMA Philadelphia contain MeCl; Aircraft Stripper also contains MeCl. Review key MSDSs to confirm shop answers or clarify if shop doesn't know. Look for solvent MSDSs with MeCl or DCM</i></li> <li>• <i>Tell shop rep: <b>When we walk through the shop, it would be helpful if you could show me the products.</b></i></li> </ul>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

Survey Question	Instructions & Tips	Record outcomes, improvements or corrections made onsite, comments or questions from shop
<p><b>C13. May I please see records related to your shop's methylene chloride usage?</b>            _____ Gallons purchased per year (as supported by documentation)            _____ Don't know; no documentation</p>	<p>• <i>CA provider examines documentation before walk-thru and records annual usage. Look for purchase of MeCl. Record whether documentation provides enough detail to estimate amount purchased.</i></p>	_____ _____ _____ _____ _____
<p><b>C14. Does your shop have a minimization plan for use of MeCl? Could I take a look at it?</b>            ____ Yes, shop has minimization plan            ____ No, shop does not have minimization plan</p>	<p>• <i>CA provider examines documentation before walk-thru and determines whether or not a plan exists.</i></p>	_____ _____ _____
<p><b>C15. Have you heard of EPA regulations related to spray painting operations or paint stripping?</b>            ____ Yes                      ____ No → <i>Skip to D1</i></p>		_____ _____
<p><b>C16. When did you first hear of these regulations?</b>            _____ Month    _____ Year    ____ Don't know</p>		_____ _____

Survey Question	Instructions & Tips	Record outcomes, improvements or corrections made onsite, comments or questions from shop																																																																																									
<p><b>C17. What sources of information helped you learn about the regulations so far?</b></p> <table border="1" style="width:100%; border-collapse: collapse; margin-bottom: 10px;"> <thead> <tr> <th rowspan="2" style="writing-mode: vertical-rl; transform: rotate(180deg);">Assistance tools/types</th> <th colspan="9" style="text-align: left; padding: 2px;"><i>For each assistance type, ask: <b>Who provided this information?</b> Then check off provider from list below for that source. .</i></th> </tr> <tr> <th style="font-size: small;">Another Body Shop</th> <th style="font-size: small;">Local Gov't</th> <th style="font-size: small;">Other 3<sup>rd</sup> Party</th> <th style="font-size: small;">OSHA</th> <th style="font-size: small;">State</th> <th style="font-size: small;">Supplier/Vendor</th> <th style="font-size: small;">Trade Assn</th> <th style="font-size: small;">US EPA</th> <th style="font-size: small;">Don't Know</th> </tr> </thead> <tbody> <tr><td style="font-weight: bold;">Shop Visit</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td style="font-weight: bold;">DVD</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td style="font-weight: bold;">CD</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td style="font-weight: bold;">Post Card</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td style="font-weight: bold;">Fact Sheet</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td style="font-weight: bold;">Work shop</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td style="font-weight: bold;">Website</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </tbody> </table> <p>Specify Website: _____</p> <p>Other Asst Type: _____</p> <p>Specify source: _____</p>	Assistance tools/types	<i>For each assistance type, ask: <b>Who provided this information?</b> Then check off provider from list below for that source. .</i>									Another Body Shop	Local Gov't	Other 3 <sup>rd</sup> Party	OSHA	State	Supplier/Vendor	Trade Assn	US EPA	Don't Know	Shop Visit										DVD										CD										Post Card										Fact Sheet										Work shop										Website										<ul style="list-style-type: none"> <li>• <i>Read list of Assistance tools (left column)</i></li> <li>• <i>Give rep a chance to identify the organization sources of assistance tools. If they need help, read off entire list.</i></li> <li>• <i>For websites, not necessary to ID a URL. E.g. "ICAR's website", "CCAR-Greenlink.org"</i></li> </ul>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
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Survey Question	Instructions & Tips	Record outcomes, improvements or corrections made onsite, comments or questions from shop
<b>SECTION D: RCRA GENERATOR AND WASTE DETERMINATION</b>		
<p><b>D1. About how much hazardous waste does your shop generate each month? (read options)</b></p> <p>___ <b>0 - 26 gal/mo (VSQG or equivalent)</b></p> <p>___ <b>27-270 gal/mo (SQG)</b></p> <p>___ <b>&gt;270 gal/mo (LQG)</b></p> <p>___ <b>Don't know or your waste hauler handles that for you</b></p>	<p>• <i>Tell rep: When we walk through the shop, it would be helpful if you could show me the haz waste storage area. Outside storage requires secondary containment</i></p> <p><i>VSQG/CESQG: 0-220 lbs per month and no acutely hazardous waste, and ≤2200 lbs accumulated on site</i></p> <p><i>SQG: 220-2200 lbs/month or 0-2.2lbs/month of acutely hazardous waste; and not &gt;13,200 lbs accumulated onsite.</i></p> <p><i>LQG: ≥ 2200 lbs/month or ≥ 2.2lbs/month of acutely haz waste</i></p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>D2. Is the documentation related to shipping these wastes off site present and available for review?</b></p> <p>___ Yes                                    ___ No</p>	<p>• <i>D1: Ask to review manifests, bills of lading or any other proof of waste being shipped off-site. If you determine that the generator status is something other than what the verbal response was, correct the response to reflect the TRUE condition.</i></p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

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Survey Question	Instructions & Tips	Record outcomes, improvements or corrections made onsite, comments or questions from shop																																																												
<p><b>D3. Do you treat the following as hazardous wastes:</b> (<i>read list of waste streams</i>)</p> <table border="1" data-bbox="155 375 991 972"> <thead> <tr> <th data-bbox="155 375 562 613">Waste streams:</th> <th colspan="5" data-bbox="562 375 991 431"><i>For each waste stream, check off relevant response:</i></th> </tr> <tr> <th data-bbox="155 613 562 630"></th> <th data-bbox="562 431 632 613">Yes</th> <th data-bbox="632 431 701 613">Some</th> <th data-bbox="701 431 770 613">No</th> <th data-bbox="770 431 840 613">Don't Know</th> <th data-bbox="840 431 991 613">Not Applicable (i.e., Not generated)</th> </tr> </thead> <tbody> <tr> <td data-bbox="155 630 562 662">Solvents</td> <td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td data-bbox="155 662 562 695">Paints</td> <td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td data-bbox="155 695 562 727">Sand blast debris</td> <td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td data-bbox="155 727 562 760">Used rags</td> <td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td data-bbox="155 760 562 792">Spray booth filters</td> <td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td data-bbox="155 792 562 824">Antifreeze</td> <td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td data-bbox="155 824 562 857">Waste oil</td> <td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td data-bbox="155 857 562 889">Other hazardous waste stream</td> <td></td><td></td><td></td><td></td><td></td> </tr> </tbody> </table> <p data-bbox="155 1008 926 1040"><i>Other, specify:</i> _____</p>	Waste streams:	<i>For each waste stream, check off relevant response:</i>						Yes	Some	No	Don't Know	Not Applicable (i.e., Not generated)	Solvents						Paints						Sand blast debris						Used rags						Spray booth filters						Antifreeze						Waste oil						Other hazardous waste stream						<ul style="list-style-type: none"> <li>• <i>Spent/used booth filters are typically being treated as solid waste. Advise shops that the only definitive way to know if those are non-hazardous is by testing (TCLP) to determine whether they are characteristic of hazardous waste.</i></li> <li>• <b>When we walk through the shop, it would be helpful if you could show me where used rags and towels are stored.</b></li> <li>• <i>If waste determinations not made, record this at end of site visit questionnaire and flag this shop name and location to project manager.</i></li> </ul>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
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<b>SECTION E: EMERGENCY PROCEDURES (EPCRA)</b>																																																														
<p><b>E1. Have you implemented emergency procedures in your shop?</b></p> <p>___ Yes ___ No ___ Don't Know</p>	<ul style="list-style-type: none"> <li>• <i>Emergency procedures can include: The shop posting the current name and telephone number of the emergency coordinator; posting the location of fire extinguishers and spill control material, and if present, fire alarm; posting the telephone number of the fire department, unless the shop has a direct alarm.</i></li> </ul>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>																																																												

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Survey Question	Instructions & Tips	Record outcomes, improvements or corrections made onsite, comments or questions from shop
<p><b>E2. Is the documentation related to your emergency procedures present and available for review?</b></p> <p>___ Shop has emergency procedures in place            ___ Shop does not have emergency procedures in place</p>	<p>•CA provider reviews documentation and determines whether or not emergency procedures are in place:</p>	<p>_____            _____            _____            _____</p>
<p><b>SECTION F: COMPLIANCE ASSURANCE</b></p>		
<p><b>F1. How do you obtain information on how to comply with federal and state environmental regulations?</b></p> <p>___ Coating manufacturers or suppliers            ___ Corporate environmental division            ___ Educational institutions (vocational technical school, community college, specialized training center, etc.)            ___ Environmental consultant            ___ Other auto body shops            ___ Local government (town, city, or county)            ___ OSHA            ___ State environmental agencies            ___ Suppliers            ___ Trade association            ___ U.S. EPA            ___ Other</p> <p>(Specify) _____            ___ Don't know</p>	<p>•If shop asks for examples, ok to read off the whole list in alphabetical order.</p>	<p>_____            _____            _____            _____            _____            _____            _____            _____            _____            _____            _____            _____            _____</p>
<p><b>F2. Has your shop been inspected or visited by a government environmental or health and safety official within the last six months?</b></p> <p>___ Yes            ___ No → Skip to F 4            ___ Don't know → Skip to F 4</p>		<p>_____            _____            _____            _____</p>

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**KEY:** **Boldface Font** = spoken question; Normal Font = Site visit record and response options; *Italics* = assistance provider instruction (not spoken)

Survey Question	Instructions & Tips	Record outcomes, improvements or corrections made onsite, comments or questions from shop
<p><b>F3. What type of government official inspected or visited your shop?</b></p> <p><input type="checkbox"/> EPA</p> <p><input type="checkbox"/> State</p> <p><input type="checkbox"/> Local government (environmental, health or fire department)</p> <p><input type="checkbox"/> OSHA</p> <p><input type="checkbox"/> Other (specify) _____</p> <p><input type="checkbox"/> Don't know/Cannot recall</p>	<p><i>Check all that apply</i></p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>F4. a. Have you made any changes in the last year in your shop operations (e.g., the type of equipment you use, techniques you use, or training you provide)?</b></p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No → <i>Skip to F 5</i></p> <p><input type="checkbox"/> Don't know → <i>Skip to F 5</i></p> <p><b>b. What changed?</b></p> <p>Comment: _____</p> <p>_____</p> <p>_____</p> <p><b>c. Why did this change happen?</b></p> <p>Comment: _____</p> <p>_____</p> <p>_____</p>	<p><i>If you run out of space, capture notes in this box too.</i></p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>F5. Is there any other information about your shop's operations that you'd like to share before we walk through the shop together? Is there anything that you would like EPA to know or to do related to assistance or inspections or other activities that impact your operations?</b></p> <p>Comment: _____</p> <p>_____</p> <p>_____</p>		<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>



Survey Question	Instructions & Tips	Record outcomes, improvements or corrections made onsite, comments or questions from shop
<b>SECTION G: Walk Through</b> ( <i>The order of these questions may have to be rearranged based on the set up of the shop.</i> )		
<p><b>G1. May I see the spray guns you use?</b> (<i>Record <u>number</u> of each type of spray gun</i>)</p> <p><input type="checkbox"/> HVLP (High Volume Low Pressure)</p> <p><input type="checkbox"/> Electrostatic</p> <p><input type="checkbox"/> Airless spray gun</p> <p><input type="checkbox"/> Air assisted airless</p> <p><input type="checkbox"/> Other (<i>specify</i>) _____</p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> Can't determine</p>	<ul style="list-style-type: none"> <li>•If flow is 15-26 cubic feet per minute and PSI at orifice is less than 10 lb per square inch, then likely to be an HVLP spray gun.</li> <li>•Record # of each type of spray guns</li> <li>•If "other" type of gun, obtain gun type approval documentation</li> </ul>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>G2. Identify manufacturer(s) of the spray guns:</b></p> <p>_____ Manufacturer</p> <p>_____ Manufacturer</p> <p>_____ Manufacturer</p> <p><input type="checkbox"/> Don't know    <input type="checkbox"/> Can't determine</p>		<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>G3. May I see the gun cleaning area, operations?</b></p> <p><input type="checkbox"/> Use a fully enclosed spray gun washer</p> <p><input type="checkbox"/> Use a fully enclosed spray gun washer and occasionally disassemble and clean by hand</p> <p><input type="checkbox"/> Flush with solvent (but don't spray)</p> <p><input type="checkbox"/> Spray coatings and/or solvent through the gun</p> <p><input type="checkbox"/> Clean disassembled gun by hand or through mechanical methods</p> <p><input type="checkbox"/> Other (<i>specify</i>) _____</p>	<ul style="list-style-type: none"> <li>•CA provider observes cleaning procedures and categorizes cleaning technique.</li> <li>•Record solvent used in the comments field – may need to refer to MSDS. <i>If halogenated solvent is used (refer to list of halogenated solvents) please record this at end of site visit questionnaire and flag for Project Manager.</i></li> <li>•Not permitted to hook up gun to compressor to atomize while gun cleaning.</li> </ul>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

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Survey Question	Instructions & Tips	Record outcomes, improvements or corrections made onsite, comments or questions from shop
<p><b>G4. May I see your spray booth?</b>            ___ <i>If no spray booth present, check here and skip to G7.</i>            ___ Spray booth is fully enclosed with a full roof, four complete walls or side curtains            ___ Spray booth is not fully enclosed            ___ Spray booth is ventilated with an exhaust fan            ___ Spray booth is not ventilated with an exhaust fan            ___ There is evidence that at least some spray coating occurs outside of a spray booth</p>	<p>•CA provider performs visual inspection to confirm that spray booths, where coatings are applied to full vehicles, are fully enclosed and ventilated. Check all that apply.            •If no booth, record this at end of site visit questionnaire and flag shop name and location to project manager at the conclusion of visit.</p>	<p>_____            _____            _____            _____            _____            _____            _____            _____</p>
<p><b>G5. May I see the particle filter on the spray booth exhaust?</b>            ___ Yes, the station has a particle filter            ___ No, the station does not have a particle filter            ___ Not sure</p>	<p>•CA provider performs visual inspection of pipe and filter and determines whether or not there is a particle filter on the exhaust.            •You may see a wall fan and small box with filter.</p>	<p>_____            _____            _____            _____            _____</p>
<p><b>G6. Is the particulate filter in good condition? Look for rips or gaps in the particulate filters; check to see if the filters appear to be clogged with paint residue or dust.</b>            ___ Good condition            ___ Fair condition            ___ Poor condition            ___ Don't know</p>	<p>•CA provider records condition of particulate filters.            •If the filters are not in good condition, CA Provider should ask the shop to revisit manufacturer's recommendation.</p>	<p>_____            _____            _____            _____            _____</p>
<p><b>G7. May I see your mixing room?</b>            ___ <i>If no mixing room present, check here and skip to G8.</i>            ___ Mixing room is enclosed with a full roof and at least three complete walls or side curtains            ___ Mixing room is not enclosed as described above            ___ Can't tell if mixing room is enclosed            ___ Mixing room is ventilated with an exhaust fan</p>	<p>•CA provider performs visual inspection to confirm that mixing room is enclosed and ventilated. Check all that apply.</p>	<p>_____            _____            _____            _____            _____            _____            _____</p>

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Shop ID#: \_\_\_\_\_

<b>Survey Question</b>	<b>Instructions &amp; Tips</b>	<b>Record outcomes, improvements or corrections made onsite, comments or questions from shop</b>
___ Mixing room is not ventilated with an exhaust fan ___ Can't tell if mixing room is ventilated		

Survey Question	Instructions & Tips	Record outcomes, improvements or corrections made onsite, comments or questions from shop
<p><b>G8. May I see your prep station?</b>            ___ <i>If no prep station present, check here and skip to G9.</i></p> <p>___ Prep station is enclosed with a full roof and at least three complete walls or side curtains            ___ Prep station is not enclosed            ___ Can't tell if prep station is enclosed</p> <p>___ Prep station is ventilated with an exhaust fan            ___ Prep station is not ventilated            ___ Can't tell if prep station is ventilated</p>	<p>• <i>CA provider performs visual inspection to confirm that prep station is enclosed and ventilated. Check all that apply.</i></p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>G9. May I see the products you use for paint stripping?</b>            ___ Yes, products with methylene chloride are used            ___ No, products with methylene chloride are not used            ___ Don't know/can't tell            ___ Not applicable (no chemical paint stripping)</p>	<p>• <i>Examine products or MSDSs for ingredients with MeCl.</i>            • <i>Record products used and whether MeCl used.</i></p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>G10. May I see your hazardous waste storage area(s)?</b>  <i>Record if hazardous waste containers are properly labeled.</i></p> <p>___ All observed containers are properly labeled            ___ Some observed containers are properly labeled            ___ None of the observed containers are properly labeled            ___ Don't know/can't tell if labeling is proper</p>	<p>• <i>All haz waste containers should be properly labeled with the words "hazardous waste" and clearly marked with the date on which accumulation began – if other than VSQG/CESQG.</i></p> <p>• <i>Use best professional judgment to determine what is "clear" and "legible" and whether the shop made a "genuine and complete effort" to meet this requirement.</i></p> <p>• <i>Outside storage: secondary containment, covered area. If haz waste stored near water body without secondary containment or near drains, record this at end of</i></p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

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Survey Question	Instructions & Tips	Record outcomes, improvements or corrections made onsite, comments or questions from shop
	<p><i>site visit questionnaire and flag to Project Manager.</i></p> <ul style="list-style-type: none"> <li>•Satellite accumulation OK, but additional rules apply</li> </ul>	
<p>G11. CA Provider: What is the earliest date that accumulation began in any of the drums?</p> <p>_____ Month/year of earliest beginning accumulation date            _____ Not sure / Drums poorly labeled</p>	<ul style="list-style-type: none"> <li>•No more than 1320 lbs(~3 drums)no storage time limits for VSQGs; SQGs have a up to 4400 lbs (about 10 drums) &amp; 180 day limit, body shops are not expected to be LQGs but they have no volume limit no more than 90 days.</li> </ul>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>G12. CA Provider: Are all hazardous waste containers closed unless waste is being added or removed?</p> <p>___ Yes            ___ No            ___ Don't know</p>	<ul style="list-style-type: none"> <li>•“Closed” means that if the containers were tipped, nothing would spill. “Funnels” are acceptable if they are closed.</li> <li>•After completing checklist, as part of debrief and provide assistance - encourage the shop rep to take immediate steps to close open containers.</li> <li>•Record any actions taken by shop rep.</li> </ul>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>G13. CA Provider: Approximately how much hazardous waste is currently on site ( excluding waste in satellite accumulation areas)?</p> <p>_____ Gallons of hazardous waste (approx)            _____ Not sure / Drums poorly labeled</p>		<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

Survey Question	Instructions & Tips	Record outcomes, improvements or corrections made onsite, comments or questions from shop
<p><b>G14. Can you please show me where you store used absorbent paint applicators such as shop rags and towels?</b></p> <p><i>Record if containers are closed:</i></p> <p>_____ All observed containers are closed            _____ Some observed containers are closed            _____ None of the containers observed are closed            _____ Don't know/can't tell            _____ Not applicable (don't use rags, towels)</p>	<p>•CA provider determine whether rags are solvent soaked – if they are, inform shop that soaked rags are not allowed to be accepted by industrial laundry and they are not allowed to purposely air dry rags. Containers should be closed when not in use.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>G15. Is there any indication of spills in or near the shop? CA provider will check for stains on the ground and in and around manholes, leaking tanks and containers and/or pooled liquids.</b></p> <p>_____ Yes            _____ No            _____ Comment _____</p>	<p>•If spills noticed inside, recommend that shop rep cleans up spill in your presence and record the nature of spill and steps taken to correct (e.g. speedi dri)</p> <p>•If there are outside spills or outside storage without secondary containment and/or containers outside and in an area not covered, record this at end of site visit questionnaire and flagged this for the Project Manager.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

Survey Question	Instructions & Tips	Record outcomes, improvements or corrections made onsite, comments or questions from shop
<p>G16. <i>Does the shop appear to be operating in such a way as to violate the CAA 112(r)(1) general duty clause – namely: “The owners and operators of stationary sources producing, processing, handling or storing [a chemical in 40 CFR Part 68 or any other extremely hazardous substance] have a general duty [in the same manner and to the same extent as the general duty clause in the Occupational Safety and Health Act (OSHA)], to identify hazards which may result from... releases using appropriate hazard assessment techniques, to design and maintain a safe shop taking such steps as are necessary to prevent releases, and to minimize the consequences of accidental releases which do occur.”</i></p> <p>___ Yes, shop appears to violate clause            ___ No, shop does not appear to violate clause            ___ Undetermined</p>	<p><b>•If the shop is in a chaotic state, poor housekeeping to the point of being unsafe, this may be a 112r violation. Record this at end of site visit questionnaire and flag to Project Manager.</b></p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

Site visitors in MA and VA: Review completed checklist with shop rep and point out opportunities for improvement.

Site visitors in MA ONLY: Review contents of outreach packet CD and point out resources for more information.

**Thank you for your time.**

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**KEY OBSERVATIONS TO RECORD JUST AFTER YOU CONCLUDE YOUR VISIT:**

*Record any changes that occurred while site visitor was on site below:*

- Labeled one or more hazardous waste containers
- Closed one or more hazardous waste containers
- Closed one ore more containers where used absorbent paint applicators are stored
- Cleaned up one or more spills
- Other; specify:

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*Check off issues to be reported to project manager:*

- Hazardous waste determinations not made
- Hazardous waste stored near water body without secondary containment or near drains
- Outside spills or outside storage without secondary containment and/or covers
- Halogenated solvents used
- No spray booth and it is clear that spray applications are conducted at shop
- Shop is in a chaotic state, poor housekeeping
- Other: specify:

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## 2011 Site Visit Data Handling Procedures:

### Materials:

- Your electronic site visit log spreadsheet (to record shops visited and outcomes)
- Paper copies of site visit questionnaire with cover sheet highlighting key issues to be aware of
- List of halogenated solvents
- Permanent marker
- List of shops selected for site visits in your region, with addresses and unique ID numbers
- Your personal copy of the Site Visit Survey database (your name will be part of the file name).
  - IEC will email you a copy of your database, along with an application (Mousehook.dll) that prevents your mouse from scrolling while you are using the database to avoid accidentally moving between records. If you have any trouble receiving or opening the database, please contact Tracy Dyke Redmond at IEC ([tdr@indecon.com](mailto:tdr@indecon.com), 617-354-0074 x 193) and she will work with you individually to transfer the database.
  - Save both the database and the mousehook application in the same folder on your computer. The folder where you save the database should be backed up nightly.

### Steps in Data Handling:

For each shop you will visit:

1. Identify the shop's location, and plan your route for the day to cluster shops on your list. If a shop is located a long drive from your location and no other shops are around it, or if you suspect that the shop is not an auto body shop, you may call first to determine that the shop is an auto body shop and is in operation. Do not give the shop a warning that you will be conducting a site visit; simply ask the shop's hours and if they do auto body work. If the phone call is inconclusive, you need to go out and do a site visit. If a shop has moved to a new address, note the corrected address in the site visit log. However, if the shop has moved out of the Tidewater/Piedmont region of VA, do not conduct the site visit and request a backup.
2. Write the shop's unique ID number on **each page** of the site visit questionnaire. The unique ID number is constructed as follows: [state] – [year of data collection]- [SID], where state is the two letter state code (MA or VA), year of data collection is the four digit year (either 2010 or 2011), and SID is the number in the "SID" column of the spreadsheet that shows facilities in the sample. So, for example, data collection at the first three shops in the Virginia 2010 sample would be assigned the following unique IDs:  
  
VA-2010-1, VA-2010-6, VA-2010-8
3. Write the name and address of the shop on the front page of the questionnaire. Use a permanent marker.
4. During the site visit, fill out site visit responses in pen, making notes as needed. Be sure to fill in an answer to **every** question.
  - a. If a shop refuses to answer a question, select the "refused" option for the response. In the notes field for that question provide any apparent explanation of why the shop would not answer the question.

- b. If you make an error as you fill out the form, draw a single line through the incorrect information and sign your initials so it is clear that you made the change. Then enter the correct information.
  - c. Keep all site visit questionnaires, even if a shop concluded the site visit early. Keep any notes you have directly on the site visit questionnaire. If you have additional notes that do not fit on the site visit questionnaire form (this is not expected and should be avoided if possible), staple your notes to the site questionnaire form, and write the shop's unique ID on each page of your notes.
  - d. Keep all site visit questionnaires in a secure, dry location. These records are critical, and it is very important that they not be misplaced or damaged.
5. Record site visit outcomes in the site visit log spreadsheet, as shown below. Email a copy of your site visit log each at the end of each week during the site visit period to Tracy Dyke Redmond and John McKenzie at IEc (tdr@indecon.com and JMcKenzie@indecon.com). This will enable Tracy and John to track overall progress and assign backup shops as needed.

Site visit Outcome Code	Outcome Description	Backup Needed?
1	<b>Completed or partially completed site visit.</b> Note: If a shop says that you must terminate the site visit before you are done, try your best to convince the shop to let you complete the visit later that day, or if that is not feasible, then to schedule a visit at a more convenient time but as soon as possible (e.g., next day or later in the week). However, if a shop refuses to complete the visit, that is their right. You do not need to request a back-up shop, unless you completed only a few questions (e.g., you didn't get past Part B of the questionnaire).	No
2	<b>Refused:</b> If a shop does not want you to conduct the site visit, try your best to convince the shop to let you come back later that day, or if that is not feasible, then to schedule a visit at a more convenient time but as soon as possible (e.g., next day or later in the week). The goal is to minimize any instances where we do not visit a shop that does not want to allow an inspector on site. However, if a shop absolutely refuses to allow a site visit, that is their right. Record this situation as outcome #2.	Yes
3	<b>Shop not in operation:</b> Business is permanently closed.	Yes
4	<b>Business not valid auto body shop</b> (i.e., does not conduct auto body repair)	Yes
5	<b>Language barrier:</b> For visits to shops where English is not the primary language spoken, ask for any English-speaking person to help with translation during the visit. It is acceptable to schedule a different time for the visit when an English speaker is available; if this is possible, complete the site visit (outcome #1 above). However, if no translator is or will be available, and language is such a barrier that you are	Yes

Site visit Outcome Code	Outcome Description	Backup Needed?
	not able to complete the site visit, record as outcome #5.	
6	<p><b>Safety concerns about location:</b></p> <ul style="list-style-type: none"> <li>If you feel unsafe visiting a shop because of concern for your personal safety in the location of the shop, e.g., the shop door is hidden and/or unmarked, you have to walk a long distance from your car to the shop, or you feel physically threatened, do not conduct the site visit.</li> <li>If you feel unsafe entering a shop either because of the shop's work practices, e.g., very strong solvent odor, excessive dust, or other dangerous shop conditions, do not conduct the site visit or abort the visit when the hazard becomes evident.</li> </ul>	Yes
7	<b>Unable to contact:</b> If after three attempts you are unable to conduct a site visit, you can move on to the next shop on the list.	Yes
8	<b>Follow Up:</b> Will follow up with this shop on a future date. (Note: This outcome code is only an option for the first and second site visit attempts. If on the third site visit attempt the shop is not open, select the "unable to contact" code above or any other relevant outcome codes. <b>The Final Outcome column should only have codes 1 – 7.</b> )	No

**Procedures for obtaining a back-up shop:** John McKenzie at IEC will assign all backup shops based on requests in the site visit log. Backups will be assigned in "batches" (i.e., you will get backups for all shops where you were not able to complete site visits in the prior week). You should plan to visit all shops on the backup list. During the final few weeks of site visits, you may request backups more frequently than once a week in order to complete the required number of site visits.

- At the end of each working day during the data collection period, or at the earliest practical time following a site visit, site visitors should create a duplicate paper copy of all questionnaires completed that day.
- Route the original questionnaire to the people responsible for data entry, as shown below. Note that exact data handling procedures vary based on the office, but all procedures are intended to assure that all questionnaires are backed up in hard copy, and all electronic data is entered twice, by separate staff, in accord with data verification procedures.

**Region 1 Staff Involved in Data Handling**

Site Visitor Name	Site Visit Location	Original Data Entry Staff	Duplicate Data Entry Staff
Roy Crystal	MA	Roy Crystal	Jorge Burgos
Mary Dever Putnam	MA	Mary Dever Putnam	
George Franz	MA	George Franz	

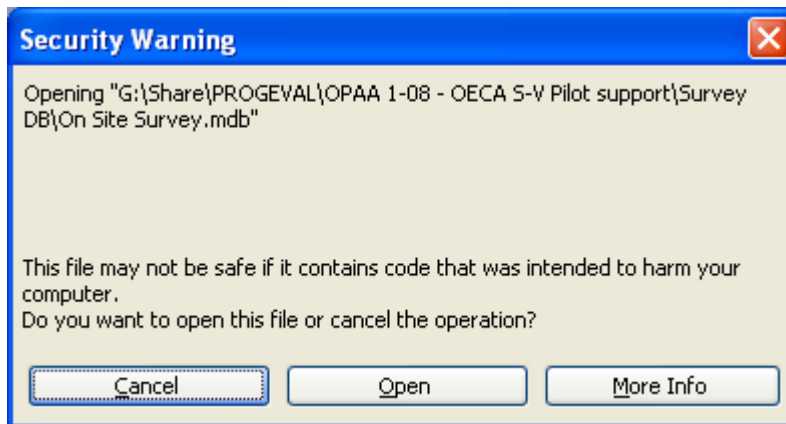
Note: EPA staff conducting site visits will enter their own site visit data. Paper copies of the questionnaires will be given to Jorge Burgos in their office for duplicate data entry. Original and duplicate paper copies of the questionnaires will be stored separately in the EPA Region 1 office.

### ERG Staff Involved in Data Handling

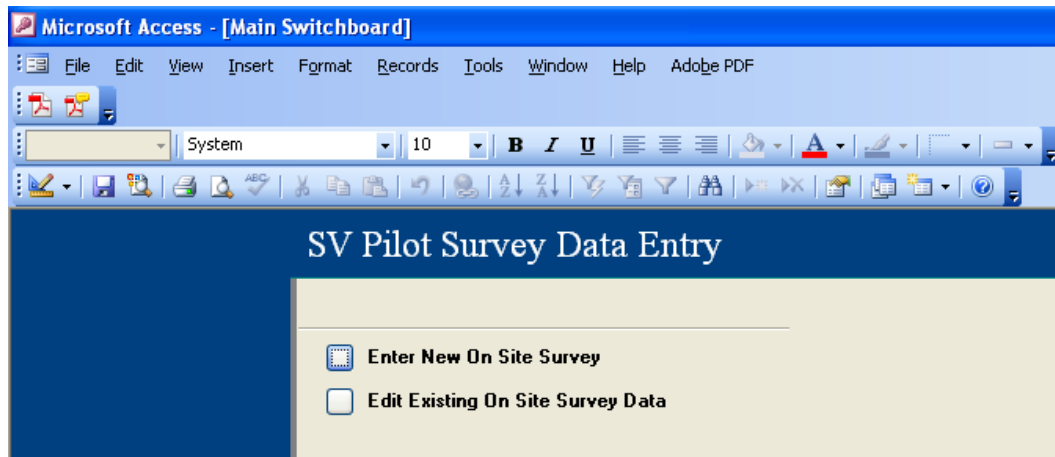
Site Visitor Name	Site Visit Location	Original Data Entry Staff	Duplicate Data Entry Staff
John Wilhelmi	MA	Marie Jorgensen	Karen Boisjoly
Charles Goodhue	MA, VA		
Andrew Adelfio	MA, VA		
Jennifer Lewis	VA		
Ben Bornstein	VA		

Note: ERG site visitors will make duplicate paper copies of the questionnaires and store them in the Lexington offices of ERG or in their VA offices. Amy Stillings will transport the original paper copies to ERG's Nashua office for data entry twice a week, and Jennifer and Ben will scan paper forms and email them to Marie. Marie will conduct the original data entry and initial the form once the data has been entered. Then Karen will conduct the duplicate data entry and initial the form once it is completed.

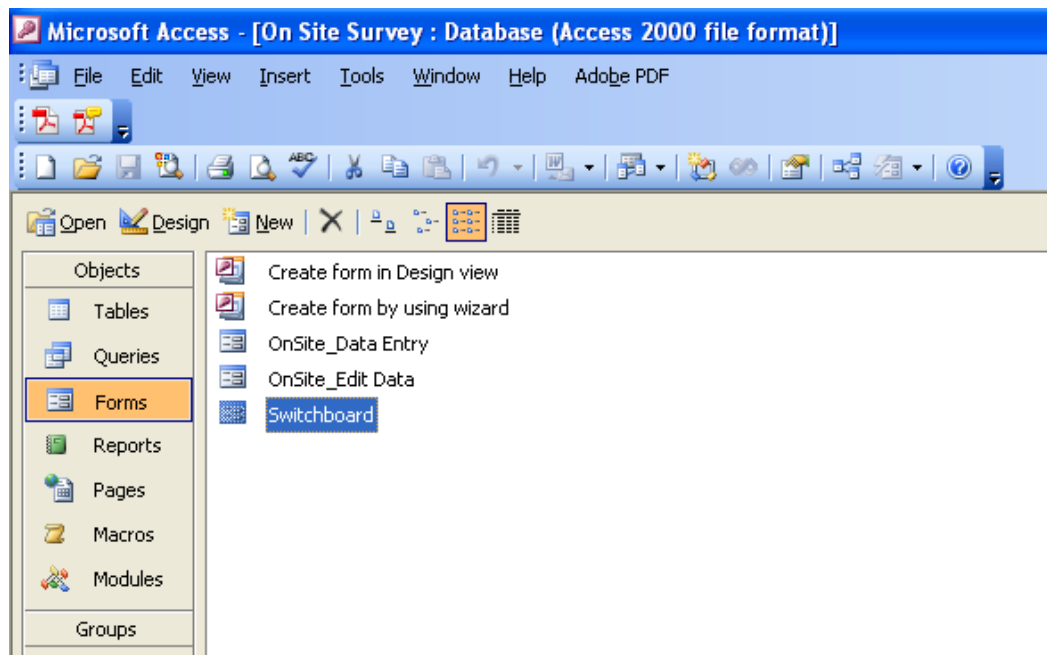
8. At the earliest practical time following a site visit, enter each **complete or partially completed site visit questionnaire** into your personal copy of the site visit database. Note: you do not need to enter information in the site visit database for site visits that were not conducted; this information is only entered in the site visit log.
  - a. Open the database file (the file format is Microsoft Access).
  - b. You may get a security warning similar to that below. If so, simply click **Open**.



- c. The database will load the **SV Pilot Survey Data Entry – Main Switchboard** form (shown below)



Note, If the SV Pilot Survey Data Entry – Main Switchboard does not load automatically, click on **Forms** and then **Switchboard** as shown below. This will bring you to the SV Pilot Survey Data Entry – Main Switchboard form shown above.



- d. Once you are at the Pilot Survey Data Entry – Main Switchboard form, choose **Enter New On Site Survey**. This will bring you to the **On Site Survey Data Entry – New Survey** form, where you can enter data for a new site visit questionnaire (i.e., one that you have not already begun entering).

**Microsoft Access - [OnSite\_Data Entry]**

File Edit View Insert Format Records Tools Window Help Adobe PDF

**SV Pilot On Site Survey Data Entry - New Survey**

This form is intended only for entering new data.

Once you have completed entering responses to the survey, select 'Enter New Survey' to clear the form and begin entering another survey.

Note that a scroll wheel on a computer mouse will move through the records in the database when turned, therefore use the scroll wheel with care and always ensure you are editing the correct record by checking the ID number shown on each tab.

Select 'Return to Main Menu' to exit this form and return to the Main Menu.

Enter New Survey Return to Main Menu

Please note that any data you have entered will be saved immediately, though may be edited while this form is open.

Section A Section B Section C Section D Section E Section F Section G

ID (This ID should be a unique identifier assigned to this set of survey responses)

Date of Visit: Agency/Regional Office: [dropdown]

Assistance Provider: Tel.: [text box]

Facility Name: [text box]

- e. Be sure to enter the unique ID from the site visit questionnaire at the top of the Section A tab, as shown in the red circle above. Once you enter the ID number here, it will appear on each subsequent tab.
- f. Fill out the answer to each question in Section A, and then click on the Next button at the bottom of the tab to proceed to Section B. Continue through each tab until the entire questionnaire has been entered in the database.
- g. When you are finished:
- i. If you are conducting the original data entry, at the bottom of the "Conclusion" tab, click **Complete** and then click **View Report**. This will generate a printable version of the entered data. Print this form, and conduct a quick visual check to be sure the data you entered is complete. Staple the printed report to the back of the original inspector checklist. To return to the data entry form in the database after reviewing the report, click the small 'x' in the upper right-hand corner of the report.
  - ii. If you are conducting the duplicate data entry, click on the **Return to Main Menu** button to close the questionnaire form, or to enter a new questionnaire, click **Enter New Survey**.
- h. If you need to close the database before you are finished entering a particular questionnaire, simply click on the **Return to Main Menu** button and close the database file. When you return, you will be able to resume data entry.

**Notes:**

**Be sure to answer each question on the form.** Each question has a “refused” option to record if the shop would not answer a given question. If there are other reasons why you cannot fill in any of the given answers, or the answer options do not match the possible responses in the database, please note the question number and your explanation in the comment field to the right of each question (example comment field is circled in the red solid below).

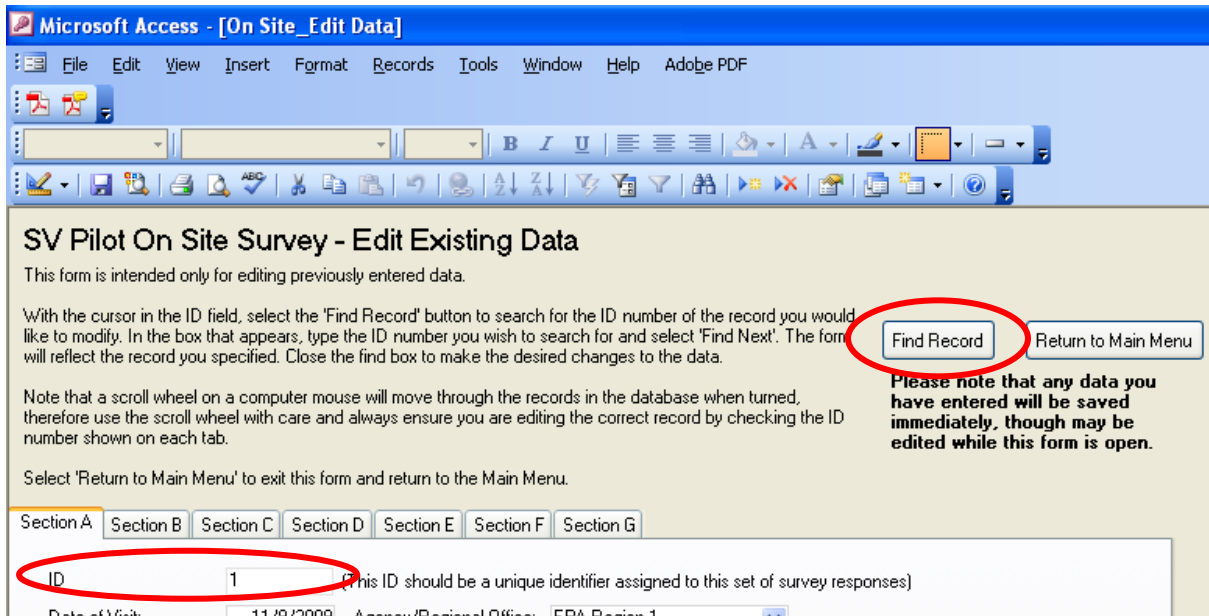
**Data is saved as you enter it**, so you need not take any extra steps to save the data.

**Use the tab buttons to navigate through the form** (e.g., to return to a prior Section tab). Tab buttons are at the top of the page (they are circled in the green dotted line above).

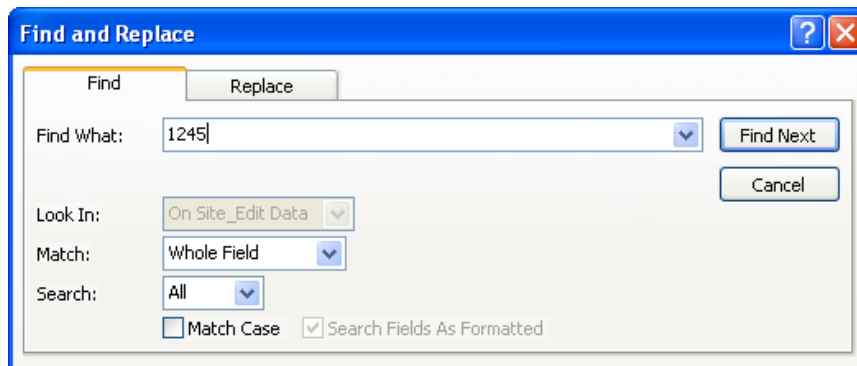
**Do NOT use the scroll button on your mouse**, as this will move you to a different record. The mousehook application will prevent scrolling if properly installed (i.e., in the same folder as the database).

**If a shop concludes a site visit before you have asked all the questions**, note the last question that was answered in comment field for the relevant question.

- i. If you need to return to a record you have previously begun entering, select **Edit Existing On Site Survey Data** from the **Switchboard** form. This will bring you to the **SV Pilot On Site Survey – Edit Existing Data** form. Place your cursor in the **ID** field, then select the **Find Record** button. (see below).



In the Find and Replace box that appears, type the ID number you wish to search for and select **Find Next**. This command will bring up the record you specified. Then select **Cancel** to close the Find and Replace box and make the desired changes to the data. (Do not use the replace command.)



9. Duplicate data entry staff should enter duplicate records as described in Step 4 above. **However, note that only shop identifying information (Facility Name, Address, Date of Visit), yes/no, multiple choice, and pull-down menu data will be entered in the duplicate records. Because it is difficult to enter data in an open text format consistently, e.g., due to extra spaces or different punctuation, it is not necessary to double-enter the open text data.**
10. When all records are entered in your copy of the database (i.e, all site visits are complete, and all site visit questionnaires have been entered), email your copy of the database to Tracy Dyke Redmond at IEC ([tdr@indecon.com](mailto:tdr@indecon.com)). If you have any questions about how to enter the data in the database, you may also call Tracy at 617-354-0074 x 193. IEC will be responsible for compiling all of the database records and cross-checking original and duplicate data records. If any discrepancies are found, IEC will contact the site visitor to determine the correct information. IEC will then ensure that both original and duplicate data sets match the true values.



11. Keep your paper versions of the site visit questionnaires until the data collection is complete (in summer 2011). EPA will alert you when you should submit your paper versions of the questionnaires. All paper versions should be sent to:

Mary Dever Putnam  
Environmental & Compliance Assistance Unit, A&P2, OES  
U.S. Environmental Protection Agency - New England  
5 Post Office Square, Suite 100  
Mailcode: OES04-1  
Boston MA 02109-3912