

like the IRS." Giovanni Coratolo, U.S. Chamber of Commerce, p. 18

- "[W]e may want to add to the discussion \* \* \* recordkeeping in terms of how long folks have to keep these records. I mean I know it varies whether it's 30 years, by agency, but shoot, I would love to know the compliance rate on that in terms of folks. I think that's something that also needs to be looked at." Susan Eckerly, National Federation of Independent Business, p. 32

- "[O]ne of the things that we frequently hear about, particularly in the tax area, the burden of having to keep those records. And you've got to remember, as I pointed out earlier, not everybody has an empty CD-ROM of all this, which is probably one good way to store it. A lot of people just have huge—you know, think of a tool and die shop, just huge file folders in a dusty corner of a room with all this stuff in it, or think of a gas station, if they even have it anymore." Susan Eckerly, NFIB, p. 83.

- "The House Small Business chairman in 1995 amended the '95 Paperwork Reduction Act to require that the clearance process and the single agency officials put on every single recordkeeping requirement that exists in the system a record retention requirement. That is a matter of law. It reads in 3506(f) now, for each recordkeeping requirement, the length of time a person's required to retain their records specified \* \* \* we would save hundreds of millions of dollars if we could just move to that point. \* \* \* I think if you go into the existing inventory today, which exists—you can look at it—and count the number of times we have recordkeeping requirements established in law that do not express what the record retention requirement is, you would be in the thousands of specific examples, thousands. \* \* \* They're there now and thousands of examples amounting to hundreds of millions of dollars in burden." Bob Coakley, p. 86–9.

## 2. Duplicative Paperwork Requirements

- "With the IRS, one area that I thought was very good that had some momentum behind it was the STAWRS [Simplified Tax and Wage Reporting System] program, where the IRS eliminated the duplication of submissions to the IRS and the states and from what I understand, that program's completely—not only has it not gone forward, it is completely erased." Giovanni Coratolo, U.S. Chamber of Commerce, p. 19.

- "I do a lot of OSHA issues and I know OSHA last year had put forward a proposal as part of the Paperwork Reduction Act to get rid of a lot of duplicative and excessively redundant stuff. I think that's a good start they've done, which they need to be commended for doing that." Chris Tampio, National Association of Manufacturers, p. 21–2.

- "I hear a lot about duplicative reporting about EPA. There are four different media offices. They all ask the same questions in different ways and people end up reporting the same data with a slightly different twist and I don't know if this report can address that because many, many of those requirements are statutory. \* \* \* " Fern Abrams, IPC, p. 26.

- "I know with the IRS, they just deleted the requirements of filling out Schedule L

and M and when they examined it they found it was not used. Here were millions of hours of paperwork that was being required, plus the data collection by small businesses, and they weren't being used." Giovanni Coratolo, U.S. Chamber of Commerce, p. 34.

- "Another thing with regard to the single electronic reporting system or sort of addressing the duplication, we tried to ask our members what agencies are the worst with regard to duplicative paperwork. The anecdotal information we received, they tend to say that duplications within the agencies \* \* \* if there are two representatives from the Department of Labor, ask them have you ever taken the Wage and Hour paperwork requirements, reporting requirements, matched them up with OSHA? Those are some instances that we hear about. And is there any way you can try and merge that? That would be a suggestion with respect to that." Susan Eckerly, NFIB, p. 82–3.

- "I'd ask if it's within the purview of this Task Force to look at where state regulations can be synched-up more with federal regulations because there's a lot of duplications there, as well." Fern Abrams, IPC, p. 85.

- Examples of Duplicative Reporting in the environmental arena:

- Hazardous waste shipments on both RCRA biennial and annual SARA TRI.

- Annual air emission fees (for those states or air districts that require them) and SARA TRI reports—pound for pound TRI chemicals virtually identical.

- WW discharges for certain pollutants that are SARA TRI reportable. Although most WW reports are concentration based, some are mass based and getting annual totals is a matter of adding.

- Tier II reports and California HMBP were duplicative until Reg. 9 issued July 27, 2001 letter confirming that California facilities submitting HMBP annual reports did not have to file Tier II reports.

- Some states duplicate federal TRI reporting with same chemicals. (Massachusetts and Form S)

- Some states require duplication of hazardous waste quantities for waste min/P2 reports (New York's HWRP and California's SB 14)

- All compiled by Fern Abrams, IPC.

## 3. Single Point of Contact

- "I think small business people, they want to comply with regulations and paperwork and stuff but the biggest problem they have is compliance assistance. In all the agencies, in IRS, in OSHA, at the Department of Labor, in Wage and Hour and everywhere, I think having more people there to help with compliance assistance is a key that these people want." Chris Tampio, National Association of Manufacturers, p. 20–1.

- "[o]ur members really do need help with some of this paperwork. A lot times it's very—I mean you get down to environmental reporting on very technical issues and they're very specific and what they really need is simplification. They don't need more long written guides or helpful compliance guides where instead of now having 20 pages of forms with 200 pages of directions, we now have 300 pages of guidance on top of that,

which is often more regulatory interpretation instead of really being helpful." Fern Abrams, IPC, p. 27.

- "If we create a series of single agency contacts outside the rubric of these chief information officers and their statutory authority and responsibilities, how can we expect them to work? It's either got to be them, a point Susan [Eckerly] alluded to, or it's got to be somebody reporting to them. Then the CIO's have to understand that [information resources management] includes public burden and small business. And if they think about it and if they follow what the president \* \* \* wants done, small business would be pretty high on that list and we will begin to see an ability to attach these problems." Bob Coakley, p. 50.

- "[i]f each [agency] had the list, not only their chief information officer but all the ombudsmen they have or all the points of contact, that potentially small business would go to, that might be a useful exercise, to just get all those, everybody's list together in terms of when you try to figure out who should be the single point of contact." Susan Eckerly, NFIB, p. 73.

- "Not only is there a complex web of who is a small business ombudsmen, and I'm using that as just a general term, but there's no mechanisms for accountability in a lot of agencies \* \* \*. So there's been a long-term problem. Department of Labor I'll use. They have—and I don't even know if this position's filled now because I just ignore it—their small business outreach person or ombudsmen for the entire department and it's always just this office that they'd say hi, we'll send you a brochure. So it never was very useful. And what's important on that point, not only is the person accountable but the agency's accountable \* \* \* " Anita Drummond, ABC, p. 73–4.

- "Imagine being somebody out in Loma Linda, California or whatever, calling Washington, D.C. information and asking for the Department of Labor. They say I'm a small business and I'm trying to comply with the wage and hour laws; who can I talk to? Well, if the personnel operator, the operator who answers that line, I think that's the key thing right there. Those front-line telephone operators need to be able to direct that person, \* \* \* no matter who [is the single point of contact], whether we have them set up as a full department, an ombudsman, or one-stop call \* \* \* " Larry Fineran, National Association of Manufacturers, p. 91.

- "We should examine the possibility of recommending to the agencies the responsibilities this [single point of contact] should be assigned \* \* \* should the appointed small business official report annually to the Office of [Advocacy]?" Jim Tozzi, Center for Regulatory Effectiveness.

- "It's important to establish what the relationship will be between the point of contact identified by the legislation and (1) the chief information officer who is charged with administering the Paperwork Reduction Act; (2) the small business ombudsperson who is appointed by several agencies; and (3) the office of small business that various Cabinet departments have set up. If this provision is to be implemented effectively, it is important that not another overlapping