# PROGRAM REPORT 2017

To the Water and Wastewater Facility Operators Certification Board



Report to board June 13, 2018

## CONTACT



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## **INTRODUCTION**

Operator certification is important for protecting public health and the environment by promoting compliance with the Safe Drinking Water Act, the Clean Water Act, and federal and state implementing regulations.

The goal of the operator certification program is to ensure that skilled professionals are overseeing the treatment and distribution of safe drinking water as well as the collection and treatment of wastewater prior to discharge. The State of Colorado's Operator Certification Program was approved by the U.S. Environmental Protection Agency consistent with the requirements of the Final Guidelines for the Certification and Recertification of the Operators of Community and Non-Transient, Non-Community Public Water Systems, 64 FR 5916 on June 22, 2001.

## **PURPOSE OF THIS REPORT**

This report provides the Water and Wastewater Facility Operators Certification Board with a comprehensive overview of program activities. The report covers calendar year 2017 and includes data for the previous four years, when available, for comparison and trend purposes. The sources of data used to compile this report are official annual reports to the EPA, annual reports from the board contractors, and records maintained by board contractors and the Colorado Department of Public Health and Environment, Water Quality Control Division.

## **BOARD INFORMATION**

The board is a nine member, governor-appointed board representing a variety of water and wastewater professionals. The board is established by Article 9 of Title 25, C.R.S. The board published Regulation 100 Water and Wastewater Facility Operators Certification Requirements in accordance with sections 25-9-101 - 110 C.R.S.

The facility operators certification program is made of four distinct groups: the board, the board administrator, the division and the board contractors. They have interrelated responsibilities for activities within the program.

The division is responsible for compliance and enforcement to ensure every water and wastewater facility is under the supervision of a certified operator holding a certificate equal to or greater than the classification of the facility. The division is also responsible for the classification of all water and wastewater facilities in accordance with Regulation 100, Sections 100.4 to 100.8, and for the investigation of complaints of misconduct by certified operators in the performance of their duties. The division serves as staff to the board and as the liaison between the division and the board, board contractor, certified operators, and facility owners. In that role the division provides compliance assistance, regulation implementation, outreach and education.

The board contracts the operator certification and examination aspects of the program to the Colorado Environmental Certification and Training, Inc. (CECTI), a non-profit organization comprised of subject matter experts who volunteer their time and expertise in support of the program. The members of CECTI also review and approve training courses to meet the professional development requirements for certification renewal. CECTI subcontracts daily operations to Total

Events and Management Services, Inc. (TEAMS). TEAMS manages the Operator Certification Program Office (OCPO), which oversees the daily operation of operator certification.

	Board	Administrator	Division	Contractors
Application review				Х
Application appeal	Х	Х		Х
Training unit approval				Х
Examinations				Х
Compliance & enforcement			Х	
Facility penalty appeal	Х	Х	Х	
Outreach & education			Х	
Facility classification			Х	
Classification appeals	Х	Х	Х	
Disciplinary actions	Х	Х	Х	
Regulation & policy revisions	Х	Х	Х	

# Table 1 - Responsibilities of the board, administrator, division, and contractors.

## FACILITY COMPLIANCE

Article 9 of Title 25, C.R.S., Water and Wastewater Treatment Facility Operators, requires "every water treatment facility, domestic or industrial wastewater treatment facility, wastewater collection system and water distribution system be under the supervision of a certified operator, holding a certificate in a class equal to or higher than the class of the facility or system."

Compliance with the certified operator in responsible charge (ORC) requirement is determined by the following:

- Has the facility owner reported the ORC's name and operator identification number to the division?
- Does the ORC have a valid certificate?
- Is the reported ORC's certificate at or above the level of classification of the facility they are operating?

If a response to any of these questions is no, the facility owner is out of compliance with Regulation 100.

#### Public water systems

During 2017 there were 79 drinking water facilities issued compliance advisories for violation of the ORC requirements. By December 31, 2017 all but nine facilities had returned to compliance.

Some public water systems are distribution system only and others are wholesale treatment facilities without distribution systems. In 2014 for accuracy, the division began reporting the combined number of treatment plants and distribution systems. Table 2 lists the number of public water system facilities and their compliance rate by type of system.

Reporting year	Treatment and distribution systems	Compliance rate (%)
	Community	
2013	869 <sup>1</sup>	93%
2014	1599	95%
2015	1601	<b>97</b> %
2016	1597	98%
2017	1619	99%
	Non-transient Non-con	nmunity
2013	167	94%
2014	252	94%
2015	257	96%
2016	273	98%
2017	274	98%
	Transient Non-comm	nunity
2013	970	86%
2014	1455	88%
2015	1425	94%
2016	1438	95%
2017	1475	96%

#### Table 2 -Public water system facilities and compliance status.

<sup>1</sup> 2013 reporting was of public water systems. Many include both a treatment plant and a distribution system.

Accurate and timely compliance determination is a division priority. The division began to determine the complete compliance status for all drinking water systems required to comply with Regulation 100 on a monthly basis in late October 2013. The result was an initial drop in compliance rate because compliance was determined for treatment and distribution separately.

Our increased ability to maintain an accurate inventory, the improved ability to assess compliance and the timely addressing of non-compliance resulted in improved compliance rates since 2013.

#### Wastewater facilities

Accurate and timely compliance determination is a division priority. The division historically tracked the ORC data and the wastewater system information in two separate data systems. In 2011 we

determined the number of facilities being tracked for ORC compliance didn't match the actual number of facilities in the Integrated Compliance Information System (ICIS), the data system of record. The integration of ORC data into ICIS began in October 2013. The result is a significant drop in the number of facilities being tracking from 2013 to 2014.

During calendar year 2017, the division continued work to integrate facility classifications and ORC information.

	Permitted	Compliance				
Reporting year	facilities	rate				
Permitted Domestic Wastewater Facilities						
2013	911	<b>98</b> %				
2014	393	<b>9</b> 1%				
2015 Individual	246	<b>99</b> %				
2015 General	262	<b>98</b> %				
2016 Individual	250	<b>99</b> %				
2016 General	169	<b>89</b> %				
2017 Individual	245	<b>97</b> %				
2017 General	295	<b>99</b> %				
Permitted In	dustrial Wastewate	er Facilities				
2013	167	70%				
2014	191	53%				
2015 Individual	115	<b>97</b> %				
2015 General	59	66%				
2016 Individual	124	<b>9</b> 1%				
2016 General	87	74%				
2017 Individual	137	88%				
2017 General	75	71%				

#### Table 3 - Wastewater facilities required to have an ORC.

Table 3 shows the compliance for both industrial and domestic wastewater treatment facilities. In 2015 and 2016, facilities are further broken down into individual permits and general permits. This provides a better depiction of compliance rates across the wastewater portion of the program.

In 2017, the division issued 95 compliance advisories to wastewater facilities for failure to have a designated ORC.

With the updated ORC information, the ORC data in ICIS, and the improved reporting capability, the division was able to complete the ORC compliance determination for calendar years 2014 - 2017 as reported in Table 3 above. The increase in compliance rates since 2013 is attributed to the division's outreach and informal enforcement efforts.

## **PERMITTED INDUSTRIAL FACILITIES**

Regulation 100 was amended on November 29, 2016, and became effective January 30, 2017. At that time the board removed the designation of industrial class 2 facilities and the requirement for an adjudicatory hearing to address an industrial wastewater treatment facility request for exemption to operate under the supervision of an ORC in accordance with section 100.1.6, Regulation 100. There are now automatic exempted facilities and discretionary exempted facilities.

Automatic exempted facilities include facilities which discharge pursuant to a Colorado Discharge Permit System general permit for:

- Industrial stormwater.
- Construction stormwater.
- Municipal stormwater.
- Water treatment plant wastewater discharge.
- Construction dewatering activities.
- Aquatic animal production.
- Sand and gravel mining and processing stormwater.
- Sand and gravel mining wastewater and stormwater combined.
- Minimal industrial discharge.
- Subterranean dewatering or well development.
- Hydrostatic testing of pipelines, tanks and similar vessels.
- Non-contact cooling water.
- Pesticides application.
- Commercial washing of outdoor structures.

There were no discretionary exemptions granted in 2017.

## FACILITY ENFORCEMENT

Notices of Violation (NOV) are formal enforcement actions taken against the owner of water and wastewater facilities who fail to comply with the ORC requirement. Prior to 2011, there were no formal enforcement actions for failure to comply with the Regulation 100 requirements.

#### Table 4 - Notices of violation with status.

Reporting year	Drinking water	Wastewater	NOVs issued	Returned to compliance
2013	1	3	4	3
2014	2	3	5	5
2015	1	1	2	1
2016	0	0	0	0
2017	4	0	4	1

## CERTIFICATES

#### Exams

Building an educated, experienced and professional workforce is a primary focus in operator certification. To facilitate monitoring and evaluation of certification trends, data are maintained that includes the number of exams taken, certified operator counts and training opportunities.

Tables 5, 6 and 7 compare the exam pass rates by delivery method, by category and by level.

#### Table 5 - Examination pass rates, all levels, by delivery method.

Reporting year	Exams taken	Number pass	Number fail	Pass rate
		Written exams		
2013	1,548	827	721	53%
2014	1,451	772	679	53%
2015	1,350	706	644	52%
2016	1,211	500	711	41%
2017	1,418	523	895	37%
		Electronic exams		
2013	1,039	688	351	66%
2014	1,393	906	487	65%
2015	1,696	1,062	634	63%
2016	1,864	1,136	728	61%
2017	1,830	1,161	669	63%
	ΤΟΤΑΙ	- written and electr	onic	
2013	2,587	1,515	1,081	<b>59</b> %
2014	2,844	1,678	1,166	<b>59</b> %
2015	3,046	1,768	1,278	58%
2016	3,075	1,636	1,439	53%
2017	3,248	1,684	1,564	52%

The table above indicates that the written exam pass rate for 2017 continues to drop. The pass rate has dropped 16 points in the last three years.

Table 6 - Examination pass rates, all levels, by category and delivery method.

Category	Pass rate written	Pass rate electronic
Water	42	73
Wastewater	33	56
Industrial	31	63
Distribution	29	51
Collection	42	72

# Table 7 - Examination pass rates, all categories, by level and delivery method.

Level	Pass rate written	Pass rate electronic
	Treatment exams	
А	18	39
В	31	56
С	31	70
D	44	76
S and T	56	84
	Collection and Distribution	on
4	32	39
3	24	65
2	43	65
1	43	77

The overall pass rate for written exams is 26 points lower than the pass rate for exams taken electronically. The pass rates are lower for the top level exams compared to the entry levels, which is anticipated. There doesn't appear to be significant differences between drinking water and wastewater or collection and distribution. The combination of these factors results in the 2017 overall pass rate being the lowest in the last five years.

It is unlikely there is any one single factor to explain why the electronic exam pass rate is so much higher than the written exams; however, it's likely a combination of factors. Possible factors include:

- The differences in demographics of examinees who prefer to take the exam electronically compared to those choosing to take the exam by paper and pencil.
- Electronic testing allows operators to make an appointment to take exams at their convenience.
- Electronically administered exams are administered in a room with a maximum of 24 people taking the exam.
- The electronic atmosphere is quieter, more relaxed and questions are presented one at a time thereby eliminating the distractions inherent in the traditional paper and pencil exams.

Table 8 below shows the shift in the exam delivery method over the past five years. Written exams have dropped and electronic exams have expanded.

Reporting year	Total exams	Written exams taken	% Written	Electronic exams taken	% Electr onic
2013	2,587	1,548	60%	1,039	40%
2014	2,844	1,451	51%	1,393	<b>49</b> %
2015	3,046	1,350	44%	1,696	56%
2016	3,075	1,211	39%	1,864	61%
2017	3248	1,418	44%	1,830	56%

#### Table 8 - Examination delivery rates, all levels.

To better understand how the shift in exam delivery method has impacted the exam pass rates, it is important to collect significantly more demographic information about each examinee and the exam delivery method selected than is currently being collected, such as, age, primary language, gender, and level of education.

#### Renewals

A certified operator must renew each certificate every three years. There are specific numbers of training units required to renew each level of certificate. The required training must be approved by the board contractor.

#### Table 9 - Approved training opportunities for professional development.

Reporting year	2013	2014	2015	2016	2017
Total approved courses	575	550	500	578	500

#### Table 10 - Total certificates issued by category per year.

Certification category	2013	2014	2015	2016	2017
Water treatment	1,067	873	208	1,069	857
Water distribution	1,091	1,110	206	1,131	1,125
Class S water	196	207	*	189	191
Class T water	24	23	*	10	16
Wastewater treatment	762	708	137	806	695
Industrial treatment	213	205	33	224	186
Wastewater collection	753	845	181	852	842
Class S wastewater	68	61	*	81	59
Total	4,174	4,029	765	4,362	3,971
Counts wat was autod by OCDO					

\* Counts not reported by OCPO

#### Active certificates and operators

In calendar year 2017, Colorado had 5,102 active water and wastewater certified water professionals holding 10,376 certificates. The break down across categories and levels for the last five years are shown in the below table.

			۷	Vater trea	atment		
	W-A	W-B		W-C	W-D	W-S	W-T
2013	778	336	,	623	906	582	77
2014	792	343		633	929	580	69
2015	845	418		729	1,091	653	76
2016	828	373		615	953	578	48
2017	454	280		453	799	519	39
			Was	tewater t	reatment		
	WW-A	WW B	/-	WW-C	WW-D	WW-S	
2013	599	162	2	448	788	191	
2014	608	183	3	481	785	189	
2015	655	228	8	535	933	221	
2016	633	21!	5	482	808	202	
2017	304	162	2	334	663	186	
		In	dustria	l wastewa	ater treatment		
	I-A	I-B		I-C	I-D		
2013	119	47		172	184		
2014	125	60		173	209		
2015	134	71		190	260		
2016	136	68		154	239		
2017	80	52		108	227		
	Water	distributi	ion		Wa	stewater col	lection
	D-1	D-2	D-3	D-4	C-1	C-2 C	-3 C-4
2013	1,145	635	203	857	804	417 1	63 666
2014	1,272	696	246	845	887	465 1	89 661
2015	1,490	798	295	882	1,054	558 2	39 701
2016	1,411	739	320	856	1,035	553 2	57 667
2017	1241	621	275	665	939	483 2	32 546

## Table 11 - Active certificates by category and level.

Year	Active Operators	Active Certificates
2013	5,419	10,902
2014	5,422	11,423
2015	5,906	13,057
2016	5,661	12,170
2017	5,102	10,376

#### Table 12 - Active operators, all levels.

There are 559 fewer active operators in 2017 than in 2016.

#### Restricted certificates

Section 100.17, Regulation 100 provides the criteria for operators who were distribution and collection system ORCs on January 30, 2001, to continue functioning in that capacity. These operators are designated as having restricted certificates and can only work as certified operators at the facilities they worked at on January 30, 2001, the facility's classification has not changed and must continue to meet all requirements as stipulated in section 100.17, Regulation 100.

There are 109 restricted certificates still active. There were 70 distribution and 39 collection restricted certificates in 2017.

#### Table 13 - Restricted certificates by category and level.

Restricted Certificate Collec	es			
Level 1	8			
Level 2	7			
Level 3	0			
Level 4	24			
Distribution				
Level 1	11			
Level 2	9			
Level 3	0			
Level 4	50			

#### Highest level operators

There were 1,555 certified operators who hold 2,159 of the highest level certificates in one or more certification categories.

#### Late Fees

In 2012, the board authorized a late fee of \$50 for submitting a renewal application after the certificate's expiration date and for submitting the administrative fee for new certificates more than 60 days after the notice of eligibility. The table below shows late fees collected for the last five years.

Late fees co	llected
2013	\$20,450
2014	\$28,350
2015	\$26,350
2016	\$32,600
2017	\$26,600
TOTAL	\$134,350

#### Table 14 - Late fees collected.

The late fees represent 2,687 certificates that were either renewed late or new certificates that were applied for more than 60 days after eligibility within the last five years. For 2017 there were 532 or fifteen percent of all certificates renewed or applied for that were submitted late.

The board may want to consider raising the late fee or some other method to reduce this level of delinquency.

## **DISCIPLINARY ACTION INVESTIGATIONS**

The board is authorized to take disciplinary action against a certified operator under sections 25-9-104(6) and -104(6.5) C.R.S. This authority provides the board with discretion to reprimand a certified operator or suspend or revoke an operator's certification. As delegated in statute, the division investigates allegations of operator misconduct and makes recommendations to the board for action.

Complaints are received in writing by email or mail and can be submitted anonymously. Complaints come from facility customers, co-workers, supervisors, subordinates, etc. and division staff from a variety of interactions including during on-site inspections and visits. Confidentiality is maintained throughout the complaint investigation and disposition.

Below is a summary of complaints received against a certified operator for misconduct in the exercise of their duties.

Type of action	2013	2014	2015	2016	2017
Formal board actions taken					
Letter of reprimand	_			1	
Consent agreement			1		
Suspension or revocation				1	
Informal division disposition	of complaints				
Conference	_		1	_	2
Warning letter				1	
Closed - lack of evidence				1	1
Total investigations	0	0	2	3	3

#### Table 15 - Disciplinary action investigations conducted (with disposition).

## **STAKEHOLDER GROUPS AND PARTICIPATION**

The EPA identified stakeholder involvement as important to the public health objectives of the program. Stakeholders help ensure the relevancy and validity of the program and the confidence of all interested parties. States are required to include ongoing stakeholder involvement in the revision and operations of state operator certification programs. Stakeholder involvement goes beyond public comment on rule revisions and participation in board meetings.

In 2017, the division began an extensive stakeholder effort to review and draft proposed changes to the water and wastewater classification matrices in Regulation 100. There are over 450 members of the stakeholder group. There are five different work groups working with the division to draft possible changes and clarifications to the matrices. The goal is to clarify the facility classification criteria to align with certification exams, to include new technologies and to further define classification of reclaimed water facilities. The rulemaking hearing is tentatively scheduled for November 2018.

#### Examples of stakeholders:

- Certified operators.
- Contract operators.
- Drinking water system owners.
- Domestic and industrial wastewater permittees.
- Local government officials
- Environmental/public health groups.
- The general public.
- Consumer groups.
- Technical assistance providers.
- Utility managers.
- Trainers.
- Water and wastewater professional organizations.

In addition to regulation revisions, a number of division staff participates in a variety of activities with stakeholders.

#### Specific staff participation:

- Rocky Mountain Section American Water Works Association and Rocky Mountain Water Environment Association Joint Small Systems Committee.
- Colorado Water and Wastewater Utility Councils.
- CDPHE 2015 Public Water System Training Strategy Administrative Framework Project Task Force.
- Water Quality Management Program advisory boards at both Red Rocks Community College and Emily Griffith Technical College.

The EPA recommends each state have a stakeholder advisory committee. The division is committed to expanding participation in existing organizations and other outreach activities and are also working toward the formation of a stakeholder advisory committee.

## **REGULATION REVISIONS**

Table 16 identifies revisions to Regulation 100, 5 CCR 1003-2 and the associated effective date. For a detailed description of changes, refer to the corresponding statements of basis and purpose comprising sections 100.49-100.54, Regulation 100.

Reporting year	Regulation 100 revisions	Statement of basis and purpose
2013	No changes	
2014	Amended 08/26/14, effective 10/30/14	Section 100.50
2015	Amended 06/30/15, effective 08/30/15	Section 100.51
2015	Amended 12/09/15, effective 01/30/16	Section 100.52
2016	Amended 11/29/16, effective 01/30/17	Section 100.53
2017	Amended 06/20/17, effective 08/31/17	Section 100.54

#### Table 16 - Regulation 100, 5 CCR 1003-2 revisions.

## **DIVISION OUTREACH AND EDUCATION EFFORTS**

The division's liaison to the board presented at multiple conferences, seminars and trainings throughout 2017. These specifically targeted presentations provide additional opportunities for contact with the program's stakeholders.

#### Table 17 - Facility operator certification staff outreach and education.

	2013	2014	2015	2016	2017
Number of events	16	15	12	21	12

## **PROGRAM COST INFORMATION**

#### Fees

Income comes from fees charged to applicants for individual operator certification and training unit approvals as authorized by statute and regulation. All fees are paid directly to CECTI. The program collected \$569,970 in fees in 2017.

The costs associated with the routine tasks assigned to over 76 division staff members are not paid from operator certification program fees.

#### Administrative services

Table 18 represents the costs for the administrative services subcontractor who is paid using program fees collected. In addition, it includes an estimate of the value of volunteer hours for CECTI members. Volunteers serve as members of the calendar, exam application, exam review, proctor, reciprocity, renewal and training unit approval committees. These volunteers donated 3,217 hours in support of the certification program in 2017. In addition, many non- certified water professional volunteers have donated their time in support of the program in various capacities, such as exam proctors.

#### Table 18 - Contractor program expenses.

	Estimated volunteer contribution	Administrative Services
	CECTI	Great Events/TEAMS <sup>2</sup>
2013	\$350,362	
2014	\$387,092	\$188,192
2015	\$391,100	\$238,590
2016	\$386,040	\$342,275
2017	\$412,625 <sup>1</sup>	\$350,931

<sup>1</sup> From contractor's annual reports to the board based on \$125 per hour, the median cost of a consultant.

<sup>2</sup> From contractor's annual reports to the board

#### Division program expenses.

The division liaison to the board position is the only staff person wholly dedicated to the facility operator certification program. Many duties assigned to the division through facility operator certification statute and regulation are performed as part of routine duties of approximately 76 division staff including compliance, enforcement, sanitary survey and inspection, design review and approval, facility classification, administrative support and management oversight.

Division management recognizes a correlation between compliance with Regulation 100 and overall compliance with permits or drinking water regulations. To facilitate an efficient and effective approach to interactions between division staff and the regulated community and to efficiently use

limited resources, each water and wastewater facility is assigned to a single compliance specialist. The compliance specialist oversees the facilities compliance with all applicable regulations including Regulation 100. The drinking water specialist oversees compliance with the primary drinking water regulations and with Regulation 100 for drinking water facilities. The clean water specialist oversees compliance with the permit and with Regulation 100 for wastewater facilities.

The costs associated with the routine tasks assigned to over 76 division staff members are not included in Table 19. Division staff, including the liaison to the board and administrator, are paid through state general funds, federal grants, drinking water and permitted facility fees.

	expenses for board administrator and division program staff <sup>1</sup>	Full time equivalent (FTE)
		0.000 ====
2013	\$210,663	2.308 FTE
		0.034 <sup>1</sup> Management, 0.05 <sup>2</sup> Management, 0.1 PAIII, 1.0 <sup>3</sup> - EPS III, 0.75-EPS II <sup>4,</sup> 0.375-PA I <sup>4</sup>
2014	\$134,046	1.2 FTE
-		0.1 Management, 0.1 PAIII, 1.0-EPS III <sup>3</sup>
2015	\$137,607	1.2 FTE
	. ,	0.1 Management, 0.1 PAIII, 1.0-EPS III <sup>3</sup>
2016	\$138,912	1.2 FTE
-		0.1 Management, 0.1 PAIII, 1.0-EPS III <sup>3</sup>
2017	\$144,367	1.2 FTE
	, ,,	0.1 Management, 0.1 PAIII, 1.0-EPS III <sup>3</sup>

#### Table 19 - Board administrator and division salary expenses.

<sup>1</sup> Part time position 0.5 FTE January-August 2013 - estimated 10% dedicated to WWFOCB

<sup>2</sup> Full time position, effective July 1, 2013 - estimated 10% dedicated to WWFOCB

<sup>3</sup> Directly assigned to the operator certification program (does not include 76+ staff who have some responsibility for operator certification program implementation)

<sup>4</sup> Positions were moved to other programs within the division effective October 1, 2013

## **REVIEWS**

#### Internal and external reviews

As part of the Final Guidelines for the Certification and Recertification of the Operators of Community and Nontransient Noncommunity Public Water Systems, February 5, 1999, the U.S. Environmental Protection Agency recommends that states perform periodic internal reviews and occasional external or peer reviews. Examples of items to review include: regulations, exam items for relevancy and validity, compliance, enforcement, budget and staffing, training relevancy, training needs through examination performance, and data management systems.

The program began an external program review in 2017. The review was divided into three parts:

- 1. Customer satisfaction survey.
- 2. Administrative services review.

3. Regulatory peer review.

The external review is expected to be completed in 2018.

#### Sunset review

The sunset review is the analysis and evaluation of regulatory agencies to determine the least restrictive regulation consistent with the public interest. The purpose of the sunset review is to evaluate the need for the continued existence of existing regulatory bodies in accordance with the criteria established in statute.

Sunset reviews are valuable reviews and provide valuable information for the program, but in accordance with the Operator Certification Guidelines Implementation Guidance, January 2000, the U.S. Environmental Protection Agency determined a sunset review does not meet the periodic external or peer review requirement.

In accordance with Section 25-9-103(4), C.R.S., the next sunset review will take place prior to the 2020 legislative session.

### **SUMMARY**

The staff and volunteers focus on ensuring that skilled, certified water professionals throughout Colorado are overseeing the treatment and distribution of safe drinking water as well as the collection and treatment of wastewater prior to discharge to waters of the state. The division remains committed to working to improve the exam pass rate and to increase compliance by facility owners without compromise.