

Operator Certification Program Review

Operator Certification Program Review

One of the requirements the Environmental Protection Agency (EPA) established in the *Final Guidelines for the Certification and Recertification of the Operators of Community and Nontransient Noncommunity Public Water System* is that states conduct an “external” review of their Operator Certification Program. The external review cycle is every five years. **The purpose of the review is to ensure that program resources are being used effectively and to also provide input for strategic planning.**

Operator Certification Program Review Background

■ The review may include some or all program elements...

- Budget
- Compliance Rate Determination
- Database Management
- Enforcement
- Examination Reviews
- Outreach
- Regulations
- Renewals
- Stakeholder Involvement
- Staffing
- Strategic Planning
- Status of Certified Operators and Trends
- Training and Testing

Operator Certification Program Review Background

- Entities available to do the review...
 - Another State
 - EPA
 - Outside Contractor
 - Stakeholder or Advisory Group (CPAC)
 - Complete the review (Preferred)
 - Design the Request for Proposal for an outside contractor

Operator Certification Program Review

First Step

- Questions CPAC has to answer upfront...
 - What role do you want to take?
 - What is the timeline for completing the review?

Operator Certification Program Review Final Report (start with the end in mind)

- Decisions to make about the final report...
 - How will the report be used?
 - What content should be included?
 - Compiled results?
 - Set of recommendations?
 - Strategic plan?
 - Priorities
 - Milestones
 - Timeline
 - What format will be used for the final report?

Operator Certification Program Review

Design a Study

- What program elements should be included?
- What information is needed to complete the review?
- Who has this information?
- Are there any gaps in the available data?
- What mechanisms should be used to collect the information?
 - Literature Review?
 - Survey?
 - Focus Groups?
 - Workshops/ Public Meetings?
 - Other?

Operator Certification Program Review

Design a Study

- **Define roles for...**

- DEP Program Staff

- CPAC Members

- **Development of a Scope of Work**

- Tasks, complete with milestones

- Responsible Party

- Deadlines for completion

Operator Certification Program Review Survey Questions

- Do we use a survey similar to the one provided by DEP?
- If so, how do we deliver the survey?
- Are these the right questions?
- What's missing?

Operator Certification Program Review

Questions?