

**STATE OF CONNECTICUT
DEPARTMENT OF PUBLIC HEALTH
DRINKING WATER SECTION
OPERATOR CERTIFICATION PROGRAM**

**2006 ANNUAL PROGRESS REPORT FOR THE EXPENSE REIMBURSEMENT
GRANT**

April 2007

DRINKING WATER SECTION - OPERATOR CERTIFICATION PROGRAM
ANNUAL PROGRESS REPORT FOR THE EXPENSE REIMBURSEMENT GRANT

April 5, 2007

I. Background

The Environmental Protection Agency's (EPA) Expense Reimbursement Grant (ERG) provides funding for training and certification of operators of community and non-transient non-community public water systems serving 3,300 persons or fewer. The Operator Certification Program (OCP) submitted a grant application on September 9, 2002 and EPA awarded the grant on January 15, 2003. The OCP submitted a grant amendment package that EPA approved on June 6, 2004. The report below discusses the specific elements in the approved work plan, which is included as **Attachment A** of this report.

The OCP is preparing a grant amendment package, including a revised work plan and budget, to address the following items raised by EPA during their review of the 2005 ERG Annual Progress Report: 1) the need to increase the number of operators being trained, 2) assurance that the functions performed by staff funded by the ERG are related specifically to the certification and training of operators. As detailed in the "Discussion of Expenditures" section of this report, the OCP has not spent the amount of funds originally projected in the budget. To address this, the revised work plan and budget will include an extension to the grant.

II. Progress Report

Introduction:

The OCP utilizes ERG funding for training and certification of operators of community and non-transient non-community public water systems serving 3,300 persons or fewer. These activities are provided at no cost to the system or operator.

Training:

The OCP provided free training courses, as described below, at several locations and times to accommodate the schedules of operators. Staff also provides training at programs provided by others. An example of this is two, half-day sessions at the Connecticut Section - American Water Works Section's Annual Technical Conference and Vendor Expo (ATCAVE).

In 2006, two slightly different operator courses were combined into one basic small water system operator class. This course provides ten hours of training to meet the renewal requirements of Small Water System and Class I operators and has been run mostly in a two-day

format. This course will continue to be offered on a quarterly basis and may be modified to include an expanded section on sanitary surveys so that operators have a better understanding of expectations during the sanitary survey.

In addition to the basic course, the OCP provided courses in other areas. A regulation course was held once and the outline has been revised into a basic regulations course and an advanced regulations course. It is anticipated that the basic and advanced regulations courses will each be offered twice per year.

Another 10-hour course, a modification of the basic course, was developed for operators of public water systems at schools and was successfully provided on one occasion during 2006. It is intended that this course will be scheduled annually.

The following attachments are included to provide information on training:

Attachment B - Summary of Training Provided by OCP staff

Attachment C - Course outlines

Attachment D - Summary of course evaluations

The number of courses provided by OCP staff is less than anticipated in the approved work plan and less than provided in 2005. OCP has found that more frequent scheduling of courses results in low enrollments. The reduction in the number of courses in 2006 is primarily due to the combination of courses, as described above. The OCP intends to formalize our training program by offering the basic and regulatory courses on a periodic, routine basis and to supplement this training with occasional courses for other groups involved in certain aspects of water systems. These changes will be incorporated into our revised work plan.

Although there were fewer courses provided by OCP staff in 2006, the number of operators of community and non-transient non-community public water systems, serving 3,300 persons or fewer, that received this training is slightly higher than the number reported for 2005. Since the training program began in late 2004, 450 operators have taken at least one OCP training course. The OCP is looking at ways to supplement its courses with training by others. If the OCP pursues this, further details would be included in the revised work plan.

It should be pointed out that training was also provided to a number of individuals, other than operators, involved in activities that have direct impact on the operation of public water systems. Trainees included well drillers, pump and treatment installers, local sanitarians that inspect some types of public water systems, and backflow prevention personnel.

Another OCP activity that is administered by ERG funded staff is the review and approval of training providers and training courses offered by external providers. OCP staff reviews applications for providers and courses, and if they determine that the training is job related,

is under responsible sponsorship, and is provided by qualified instructors, OCP issues an approval. OCP plans to improve guidance to external providers with respect to training relevancy, taking into account criteria being developed by the Association of Boards of Certification.

OCP staff periodically audits approved courses, and reviews all renewal applications to ensure that operators are taking approved training. In 2006, OCP approved 1 training provider and 33 individual courses. A total of 232 certified operators renewed their certifications in 2006. This represents over 5600 hours of approved training taken by those operators.

Finally, the OCP has begun coordinating monthly training programs for Drinking Water Section (DWS) staff. This will assist them in providing technical assistance to small water system operators.

Personnel:

Oluseye Akinkunmi was hired on February 17, 2006, as a Connecticut Careers Trainee (Environmental Analyst) to fill a vacancy created by the resignation of Anthony Zaharias on May 18, 2005. He performs a number of functions related to certification, renewal, and operator technical assistance, and participates in OCP training courses.

Vicky Carrier, Sanitary Engineer 3, is in charge of all training activities, training course approvals and the operator newsletter.

Carol Martin, Office Assistant, provides office support for the OCP.

Attachment E shows the OCP staff and their funding sources.

The following are some of the 2006 OCP staff accomplishments that are not included in other sections of this progress report:

- Maintenance of outreach items on the section's web site. All of the program's commonly distributed documents are available on the web, including certification information, forms, and training information. Course registration is handled through the internet.
- The OCP web page received approximately 7,500 visits in 2006 excluding visits by operators to other DWS pages.
- Responded to approximately 2,000 calls providing technical assistance to operators and systems.
- Represented the section on various external committees related to operator certification. (Association of Boards of Certification, Connecticut Section - American Water Works Association, New England Water Works Association)
- Continued development of draft guidance documents that will provide assistance in outreach & disciplinary action for certified operators.
- Continued training course site visits and auditing of courses approved by the OCP to meet certification renewal requirements. This provides additional evaluation of these courses.

- Achieved 96% system compliance with operator certification requirements, with 89 systems, that did not have the required certified operator, achieving compliance as a result of formal and informal enforcement in 2006.
- Worked on a second round of revisions to the draft of regulation changes intended to clarify certification requirements and to improve enforcement. The revisions were suggested by the Office of the Attorney General.

Handbook: The OCP has compiled a draft revision of the section's *Public Water System Operator Handbook*. The handbook will be completed after revised regulations have been adopted so that the document will be as up-to-date as possible. The work plan indicated that ERG funds would be used for printing costs. To comply with a Governor's Executive Order to reduce printing costs and use electronic media, the new version of the handbook will be posted on web site. It is anticipated that ERG funds will be used to copy the document onto CDs and to print a limited number of paper copies.

Examination Fees: The examination fee waiver process is in use. ERG funds are being used to pay the examination fees for operators of community and non-transient non-community public water systems serving 3,300 persons or fewer. There is a limit of two waivers per operator. Although use of the waiver is low, most eligible operators are taking advantage of the waiver.

Newsletter: The work plan included production of a quarterly newsletter for operators. Four issues of the newsletter were produced in 2006. The newsletter is posted on the DWS web site. ERG funds are used to print a limited number of copies. Copies of the newsletter are available on this site: <http://www.dph.state.ct.us/BRS/Water/DWD.htm>. Under DWS Program Pages, click on Operator Certification. There are links to current and back issues of *Connecticut H₂Operator*.

Discussion of Expenditures: Since the 2005 Progress Report, the Department of Public Health Business Office submitted Financial Status Reports (FSR) for the years ending January 5, 2005 and January 5, 2006. They are presently working on the FSR for the year ending January 6, 2007. The most recent estimate from the Business Office indicates that, as of January 12, 2007, OCP has spent \$ 822,879, which is substantially less than the budgeted amount of \$ 1,658,420. The primary reasons for these lower expenditures include unexpected staff vacancies, administrative delays in hiring staff funded by the ERG, and the elimination of an outside contract for training that was approved in the original grant application. Based on the Business Office estimate, there is a balance of \$ 1,461,621 in the ERG. The OCP is preparing a grant amendment package to extend the grant and make programmatic and spending adjustments as needed and detailed in the "Background" section of this report.

**Expense Reimbursement Grant
Work Plan
Revised April 26, 2004
Approved July 2004**

Background

The Expense Reimbursement Grant (ERG) work plan was submitted to the Environmental Protection Agency (EPA) on September 2, 2002. The EPA awarded the grant on January 15, 2003 based on that work plan. The Drinking Water Division (DWD) revised this work plan based on the justification below.

Justification

The State of Connecticut is continuing to change how contracts are approved and processed. As a result, it has become increasingly difficult to select contractors and receive approval for contracts. The impact on the DWD is that it may not be possible to execute contracts for the training and newsletter or, if a contract is executed, it will be a very slow process. As a result of this, the work plan is being changed to accomplish these tasks by utilizing ERG funds to hire a full time staff person.

This person would be responsible for coordinating and providing training to operators of systems that serve 3,300 persons or less. This person would also be responsible for preparing the newsletter. They may also coordinate training to DWD staff to assist them in providing technical assistance to small water system operators. Some of the benefits of having a staff person providing the training would be more control over course content, more flexibility in scheduling, and the ability to provide additional training.

Introduction

The Department of Public Health, DWD will request the ERG and will incorporate these funds within the existing drinking water program. In the past, operator certification activities have been handled by DWD staff within the Engineering and Office Support units. The DWD created a separate unit for operator certification and cross connection control. Existing activities funded by other federal/state funds will be transferred to the ERG funded activities.

The ERG provides funding for training and certification of operators of community and non-transient non-community public water systems serving 3300 persons or fewer. In Connecticut, approximately 1200 systems fall into this category. Of these systems, approximately 950 systems are required to have certified operators for the first time as

a result of recent regulation changes. Approximate figures are given due to the dynamic nature of system classification.

The Operator Certification Program (OCP) has historically been handled by approximately 0.5 full time employee (FTE) effort split between two or three staff persons. The currently proposed program cannot be maintained with that resource. Additional proposed new staff will be used primarily to address training and certification of operators of systems serving 3300 or less persons. The ERG will be used to allow the OCP to train and certify operators at no cost to the operators or systems. The OCP has staff funded by other sources as shown on Attachment A.

Funds are to be used to provide free training to water systems, by OCP staff. Primary emphasis will be on training operators of the systems required to have certified operators for the first time. Training will be made available to all community and non-transient non-community public water systems serving 3300 persons or fewer.

Additional proposed DWD personnel will provide other specialized training and handle the increased regulatory and capacity development workload created by the certification of new operators.

The existing Operator Certification Handbook will be updated based on newly revised regulations. The handbook has proven to be a valuable training resource for persons seeking information on certification.

Training

A staff person will be hired to provide training to community and non-transient non-community public water systems serving 3300 persons or fewer. Additional information on this position is provided under the "Personnel" section below.

Two separate courses will be developed by OCP staff. Each course will be two days (minimum 10 training hours). Both will include the following minimum subject areas for Conditional Operators:

- Sources (including source protection)
- Basic water treatment (groundwater)
- Pumps
- Water quality
- Distribution system operation & maintenance (including cross connection control, disinfection, metering)
- Sampling
- Customer service
- Regulations
- Operator safety
- Management (financial, administration, personnel, emergency planning)

- Security issues will also be an integral part of the training and integration and provision of minimum security measures will be the foundation for our security strategy.

While both courses include the core subject areas above, one will be intended for Small Water Systems and the other will be intended for Class I and II Treatment Systems. All courses will be targeted to systems that serve 3300 persons or less. The primary difference will be additional instruction on treatment for the systems with treatment. (Please refer to the attached regulations for explanation of operator classifications and requirements. - Attachment B)

These courses will satisfy the renewal requirements for Small Water System Operators, Class I Water Treatment Plant Operators, and Conditional Operators. More advanced or refresher courses will be developed and provided during the second three years of the ERG.

It is anticipated that the OCP will hold approximately 20 courses per year. There would be a total of approximately 120 courses over 6 years.

The OCP will provide these courses in a number of locations and times to accommodate the schedules of operators. This may include some evening course offerings. Locations and schedules will be determined by the OCP based on the needs of operators. State facilities will be used where possible as part of the State's contribution to the training.

The OCP staff will also participate in training by others. It is anticipated that OCP will participate in at least 6 other programs per year. Staff participation in operator training by others will include making presentations, being involved in panel discussions, and answering questions.

Personnel

To effectively implement the ERG Work Plan, staff will be needed to administer the training and certification of operators of community and non-transient non-community public water systems serving 3300 persons or fewer. See Attachment C for a list of all OCP functions, with ERG funded items in UPPERCASE. Functions are listed below for each position. The following positions will be funded:

1. Supervising Sanitary Engineer - This position is responsible to oversee all program functions related to training and certification. This includes staff supervision and participation in outreach activities. This position will be filled with an individual who has historically coordinated the Operator Certification Program and is experienced in this program. The following are specific functions of this position:

- Review all EPA and technical information on operator certification

- Review training to meet renewal requirements
- Review & provide input on course development
- Oversee training courses
- Solicit and collect course evaluations
- Review and modify courses as needed
- Provide training for operators
- Review applications for appropriate qualifications
- Set up for and proctor exams
- Periodically review and revise exam specifications and questions
- Meet periodically with operator trainers
- Prepare and deliver presentations on operator certification
- Respond to phone and mail inquiries related to certification
- Administer Expense Reimbursement Grant Program
- Coordinate the Operator Certification Program with Capacity Development and security initiatives

Since this position will be dealing with all systems and not just those that serve 3300 persons or less, only 75% of the position will be funded by the ERG. The remaining 25% will be funded by the Public Water Supply Supervision Grant.

2. Sanitary Engineer - This position will perform various functions related to training and certification. This includes review of training programs, response to operator and trainer inquiries, participation in outreach and training forums. This position will draft revisions to the Operator Certification Handbook. The following are specific functions of this position:

- Review training to meet renewal requirements
- Schedule courses
- Participate at all courses
- Solicit and collect course evaluations
- Review and modify courses as needed
- Provide training for operators
- Review applications for appropriate qualifications
- Set up for and proctor exams
- Periodically review and revise exam specifications and questions
- Prepare and deliver presentations on operator certification
- Respond to phone and mail inquiries related to certification
- Update Operator Certification Handbook

3. Clerk/Typist - This position will perform various office support functions related to training and certification. This includes maintenance of the databases of certification and trainers, handling all mailings, typing revisions to the Operator Certification Handbook, and response to requests for certification information and non-technical inquiries. The following are specific functions of this position:

- Schedule exams
- Prepare and send exam announcement
- Send confirmation and rejection letters
- Process exam fees
- Enter applicants into database system
- Order exams
- Send out exam results to applicants
- Update database based on results
- Process certificates
- Respond to phone and mail inquiries related to certification
- Update Operator Certification Handbook

4. Environmental Analyst - This position will perform various functions related to operator training. This includes developing training programs, response to operator technical inquiries, delivering training, and producing a newsletter for operators. The following are specific functions of this position:

- Develop course syllabi and lesson plan
- Select course texts and materials
- Schedule courses
- Prepare course announcements
- Register participants
- Deliver training
- Distribute training certificates
- Modify training as needed
- Coordinate training by other division staff
- Produce newsletter for operators
- Review training course applications

In the event that EPA funds are no longer available for training, this person would be reassigned to other duties within the Drinking Water Division.

Handbook

The Operator Certification Handbook is an existing resource for persons interested in becoming certified. It will need to be updated because of changes in the regulations. Funds will be used to pay for the staff time to update the handbook and for printing costs.

Examination Fees

At present, all applicants pay a fee to take an examination. This is paid either by the applicant or by the water system and funds go directly to the Association of Boards of Certification (ABC). ERG funds will be used to pay ABC exam fees for operators of systems serving 3300 or less. This will be limited to a maximum of two free examinations per operator.

Newsletter

The OCP will publish a newsletter for operators of systems that serve 3300 persons or less. The newsletter would include information on operator certification, available training, regulatory changes and technical items. It would probably be issued quarterly. The newsletter will be written by OCP staff.

Other Expenses

Other expenses include office supplies and equipment, postage, outreach materials, travel and miscellaneous supplies, and producing the Operator Certification Handbook updates on CD and in printed format.

Examples of equipment are items that would be used in certification and training (e.g. laptop, projector, software, printer, course materials). Some would be one-time purchases, others would be on-going to cover courses throughout the contract. The DWD would submit requests to EPA for approval for any equipment over \$ 1000.

Miscellaneous costs would be unexpected expenses related to training and certification that might occur during the grant. This would also include training facility fees, if necessary. Allotting funds for this allows us the advantage of making last minute changes within the budget.

7/22/04

Summary of Training Provided by Operator Certification Program Staff - 2006

Course Date(s)	Course Provider	Course Name	Course Location	Total Attendees	Number of Operators (<3,301)
January 18, 2006	Department of Public Health & Southern Ct State University	Southern Ct State University Environmental Health Program	New Haven	75	0
February 28, 2006	CT Section - American Water Works Association	Annual Technical Conference and Vendor Expo (ATCAVE) - Afternoon Session	Cromwell	79	35
February 28, 2006	CT Section - American Water Works Association	ATCAVE - Morning Session	Cromwell	42	35
March 4, 2006	Ct Water Well Association	2006 Annual meeting	Glastonbury	75	10
March 20-23, 2006	New England Water Works Association	Training and Certification of Backflow Prevention Device Inspectors	New Haven	19	4
March 28 & 29, 2006	Drinking Water Section	Basic Operator Training Class for Class I and Small Public Water Systems	Hartford	21	21
June 19-22, 2006	New England Water Works Association	Training and Certification of Backflow Prevention Device Inspectors	Hartford	25	3
June 29 & 30, 2006	Drinking Water Section	Basic Operator Training Class for Class I and Small Public Water Systems	Hartford	36	16
August 2, 2006	Drinking Water Section	Public Water System Operator Regulations Class	Hartford	37	37
August 24, 2006	Drinking Water Section	Cross Connection Technical Assistance Meeting	Hartford	21	20
September 25-28, 2006	New England Water Works Association	Training and Certification of Backflow Prevention Device Inspectors	Groton	15	6
October 11 & 12, 2006	Drinking Water Section	Basic Training Course for Operators of Schools with On-site Water Systems	Hartford	43	43
December 5 & 6, 2006	Drinking Water Section	Basic Operator Training Class for Class I and Small Public Water Systems	Colchester	11	10
December 4-7, 2006	New England Water Works Association	Training and Certification of Backflow Prevention Device Inspectors	Hartford	24	14
TOTAL				523	254



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Training Schedule

Basic Operator Training for Class I and Small System Operators

First Day	
8:00 am to 8:30 am	Registration and Sign in
8:30 am to 8:45 am	Introduction and House Rules
8:45 am to 9:15 am	Overview of Operator Certification and the Operator Certification Program
9:15 am to 10:00 am	Operator Requirements and Responsibilities
10:00 am to 10:15	Operator Role in Public Health
10:15 am to 10:30 am	BREAK
10:30 am to 11:15 am	Sources- Well Construction
11:15 am to 12:00 pm	Source Protection
12:00 pm to 1:00 pm	WORKING LUNCH WITH Q&A PERIOD
1:00 pm to 2:15 pm	Intro to Water Quality, Sampling and Testing Requirements
2:15 pm to 2:30 pm	BREAK
2:30 pm to 3:00 pm	Web Tour
Second Day	
8:00 am to 8:30 am	Sign in and identification check
8:30 am to 9:00 am	Public Notification
9:00 am to 9:45 am	Overview of Regulations
9:30 am to 10:15 am	Pumps and Storage
10:15 am to 10:30 am	BREAK
10:30 am to 11:15 am	Basic Water Treatment
11:15 am to 11:45 am	Distribution Systems
11:45 am to 12:45 pm	WORKING LUNCH WITH Q&A PERIOD
12:45 pm to 1:30 pm	Backflow and Cross-Connections
1:30 pm to 2:00 pm	Operator Safety
2:00 pm to 2:15 pm	BREAK
2:15 pm to 3:00 pm	Capacity and Management: Evaluations



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Training Schedule

Basic Training Class for Operators of Schools with Onsite Water Systems

Operators are encouraged to check the Drinking Water Section website for the latest version of documents. Documents provided in the training binder are current as of the date of the training.

First Day

8:00 am to 8:30 am	Registration and Sign in
8:30 am to 9:00 am	Introduction and House Rules
9:00 am to 9:45 am	Operator Requirements
9:45 am to 10:30	Overview of Regulations
10:30 am to 10:45 am	BREAK
10:45 am to 11:15 am	Capacity and Management
11:15 to 11:45 am	Source Protection
11:45 am to 12:45 pm	LUNCH
12:45 pm to 1:45 pm	Well Construction
1:45 pm to 2:00 pm	BREAK
2:00 to 3:00 pm	Intro to Water Quality, Sampling and Testing Schedules

Second Day

8:00 am to 8:30 am	Sign in and identification check
8:30 am to 9:30 am	Storage tank inspections
9:30 am to 10:15 am	Radon -Department of Education radon evaluation requirements
10:15 am to 10:30 am	BREAK
10:30 am to 11:00 am	Lead awareness
11:00 am to 11:45 am	Water Treatment
11:45 am to 12:45 pm	LUNCH
12:45 pm to 1:30 pm	Backflow and Cross-Connections
1:30 pm to 2:00 pm	Notification Requirements including issues unique to schools
2:00 pm to 2:15 pm	BREAK
2:15 pm to 2:40 pm	Emergency Preparedness
2:40 pm to 3:00 pm	Design redundancy of school water systems; Evaluations



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Training Schedule

Regulations Classes-Part 1 and Part 2

First Day- Part 1	
8:30am to 9:00 am	Registration and Sign in
9:00 am to 9:15am	Operator Role in Public Health
9:15 am to 9:45 am	Notification Requirements
9:45 am to 10:15 am	Well Construction Requirements
10:15 am to 10:30 am	What it means to protect your public well
10:30 am to 10:45 am	Q &A Period
10:45 am to 11:00 am	BREAK
11:00 am to 11:30 am	General Regulatory Overview- Miscellaneous reporting, maintenance and record-keeping
11:30 am to 12:00 pm	Cross-Connection Control
12:00 pm to 12:30 pm	Regulatory Overview- Water Quality (includes handing out TCR scenarios)
12:30 pm to 1:30 pm	WORKING LUNCH (work on TCR scenario)
1:30 pm to 1:45 pm	<i>GO OVER SCENARIO 1 RESULTS</i>
1:45 pm to 2:15 pm	Regulatory Overview- Water Quality (includes handing out Pb/Cu scenarios)
2:15 pm to 2:30 pm	<i>GO OVER SCENARIO 2 RESULTS</i>
2:30 pm to 3:15 pm	Q&A period & web tour
Second Day – Part 2	
8:30 am to 9:00 am	Registration and Sign in
9:00 am to 9:30 am	Dusting off and revisiting some old source protection statutes
9:30 am to 10:00 am	So you need a new well...where are the right forms again?
10:00 am to 10:30 am	Speaking about forms... that new well needs treatment so what do I need to submit for
10:30 am to 10:45 am	Q &A Period
10:45 am to 11:00 am	BREAK
11:00 am to 12:00 pm	Beyond the basics-a General Regulatory Overview for Water Quality
12:00 to 1:00 pm	WORKING LUNCH (work on various scenarios)
1:00 pm to 1:15 pm	<i>GO OVER SCENARIO RESULTS</i>
1:15 pm to 2:00 pm	What DPH looks for during a sanitary survey
2:00 pm to 2:30 pm	Brief introduction to certificate process
2:30 pm to 3:00 pm	Introduction to the Groundwater Rule
3:00 pm to 3:15 pm	Q &A Period

SUMMARY OF EVALUATIONS

During 2006, the Operator Certification Program (OCP) ran three 2-day sessions (in March, June and December) of the *Basic Class for Operators of Class I and Small Water Systems*. The OCP also ran a *Regulations Class* in August 2006. Evaluation summaries for all classes are summarized below.

Basic Class for Operators of Class I and Small Water Systems

A review of the evaluation summaries for the first two sessions indicates that all topics covered for the class earned average ratings in a range of 3.5 to 3.77 on a scale of 1 to 4 where 3 is good and 4 is excellent. The overall average rating (average rating for all topics) was 3.59 for the March class and 3.57 for the June class. In December, the OCP switching a rating scheme of 1 to 5 with the following criteria:

- 1-Poor
- 2-Fair
- 3-Good
- 4-Very Good
- 5-Excellent

The average ratings for all topics for the December class were in the 4.2 to 4.5 range (very good to excellent range).

As a result of input received on evaluation forms the first 2-day session of the class in 2007 will run in two consecutive Wednesdays (instead of back to back days) format.

Basic Class for Operators of Schools with On-site Water Systems.

This class was both well attended and well received. At the time of the class, a rating system of 1 to 4 was still in use. The average ratings for all topics were in the 3.41 to 3.74 range (good to excellent).

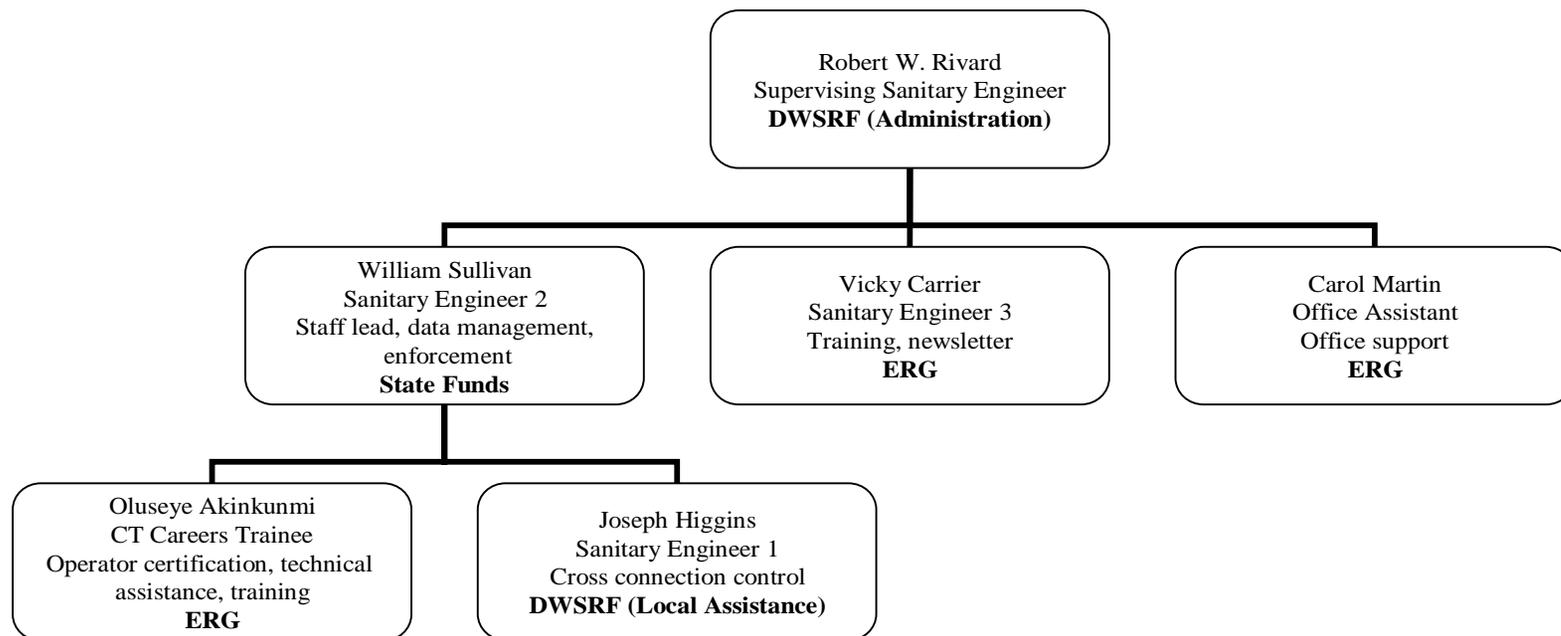
Regulations Class

This class was also well received. At the time of the class, a rating system of 1 to 4 was still in use. The average ratings for all topics were in the 3.36 to 3.73 range (good to excellent).

This class was run in August 2006. The OCP has since realized that it is generally more difficult to have high attendance during July and August and therefore will run future classes by avoiding these two months and sticking to an "Academic" calendar. The class has also been split into a Basic and Advanced Class given the amount of material to be covered.

In general, training programs earn good to excellent ratings. The fair or poor categories have never been checked off on evaluations.

Operator Certification Program Funding



1/24/07

Bold =funding source

DWSRF=Drinking Water State Revolving Fund

ERG=Expense Reimbursement Grant