

Training Provider Responsibilities



- Keep training content updated to reflect rule changes;
- Be responsible for the content and delivery of the training;
- Retain accurate training records for a minimum of five years;
- Notify students of all fees associated with completing and obtaining credit for training before and during the training;
 - Membership fees

Training Provider Responsibilities



- Delivering the training as approved
- Verify hours successfully completed
- Provide TWUA Program Reports
- Promptly respond to TCEQ via Central Office with requested info
 - Complaint investigation

Training Provider Responsibilities



Demonstrate high standards of conduct

- You *should not* discriminate against, embarrass, or harass members or presenters or guests.
- Respect members'/presenters' gender, age, race, national origin, religion, socioeconomic circumstances or disability.
- Display a high level of sensitivity to members' learning styles and needs.

Training Provider Responsibilities



Demonstrate high standards of conduct

- Ethical behavior regarding compliance with TCEQ training requirements and other relevant statutes and rules.
- Be a role model to your members.
- Be sure presenters meet these guidelines also.

TWUA Central Office



What do they do for you?

1. Deal with TCEQ-point of contact;
2. Maintains records of training approval throughout the entire period the training provider actively provides training;
3. Applies for annual approval of the training at TWUA meetings;
4. Investigates complaints-helps officers maintain compliance.

TWUA Central Office



5. Maintains member database
6. Reports completed training to TCEQ
7. Supports District officers
 - Presenter
 - Program resources
 - Reference for training compliance
8. TWUA Program Reports-verify training presented as approved.



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Licensing Overview



- Calendar year 2011 numbers for BPAT, CSI, Water, and Wastewater
- Exam Pass Rates & Revision Status
- Pre-registration for Exams
- Update on Computer-Based Testing
- Online Renewals, Wildfire Mailout
- TCEQ ePay Electronic Payments
- Updating contact info, email list, exam day procedures, criminal conviction policy

2011 Licensing Numbers



Backflow Prevention Assembly Tester (BPAT)	
Number of New Applications Received	779
Number of Renewal Applications Received	1,928
Number of Licensed Testers	5,633

Customer Service Inspector (CSI)	
Number of New Applications Received	320
Number of Examinations Administered (includes re-tests)	434
Number of Renewal Applications Received	674
Number of Licensed Inspectors	1,963

2011 Licensing Numbers



Water (W) Operators	
Number of New Applications Received	3,504
Number of Examinations Administered (includes re-tests)	5,359
Number of Licenses Renewed	3,990
Number of Licensed W Operators	16,783

2011 Licensing Numbers



Wastewater (WW) Operators	
Number of New Applications Received	2,220
Number of Examinations Administered (includes re-tests)	3,258
Number of Renewal Applications Received	2,764
Number of Licensed WW Operators	11,793

Join the TCEQ Occupational Licensing E-Mail List



- Subscribers will be informed of news relating to the program including testing information, changes to rules, upcoming meetings, publications, etc.
- To be added to the email list, send an email to join-tceqlicense@listserv.tceq.texas.gov.
- Once an email has been received you will get a confirmation email indicating that you have been added to the distribution list.

Updating Personal Contact Information



- The TCEQ Occupational Licensing Program would like to remind all licensed individuals and companies that it is their responsibility (§30.24(k)) to notify the TCEQ of any changes to contact information. *This includes mailing addresses, phone numbers, and email addresses (if provided).*
- Without your current contact information we cannot send out notices regarding your license.
- These changes can be submitted to us at <http://www.tceq.texas.gov/licensing/forms/contactupdate>

Pre-Registration for Exams



- Online pre-registration is available for the following TCEQ regional offices:
- Austin
 - Dallas Fort Worth
 - Harlingen
 - San Antonio
 - Houston
 - Waco
 - Pre-registration is required for these regions.
 - <http://www.tceq.texas.gov/licensing/exams/registration>

Exam Day Procedures



- **Not allowed:**
 - Hats
 - Sunglasses
 - Cell Phones, Radios, Two-Way Pagers (leave them in your vehicle or on the front table in the exam room)
 - Scratch Paper (we will provide this)
 - Notes, formulas, books, etc.
 - Food or drink (except for 8 hour exams)
 - Restroom breaks (for 3 hour exams)

Exam Day Procedures



- Only non-programmable calculators are allowed.
- **No talking during exam.** If you are caught talking, the proctor will take up your exam and you will receive a score of zero. This will count against one of your four attempts.
- **Government - Issued Photo ID required** before you will be handed your exam. It will be returned when you turn in the exam booklet, answer sheet, and scratch paper.

ePay – Electronic Payments



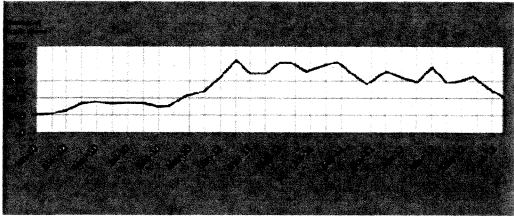
- Effective February 1, 2011, TCEQ will accept credit card and electronic check (ACH) payments for license application fees.
- Payments can be made through the TCEQ website at <https://www6.tceq.texas.gov/epay>
- Printed copies of the receipt will be required at the time of the exam if ePay is used to pay the application fee.
- Multiple applicants can be paid for in one transaction – up to \$1000.
- For more information and instructions on the ePay system, visit the Licensing webpage at <http://www.tceq.texas.gov/licensing>

Criminal Conviction Guidelines



- Current Process
 - Upon receiving a request to issue a criminal history evaluation letter regarding an individual's eligibility for a license, the executive director will:
 - Request a criminal background check
 - Make a determination whether or not grounds for ineligibility do or do not exist
- Future Process
 - TCEQ is developing a process to allow for criminal background checks for all licensees

Estimated Number of Renewals to be Processed by Month



- Shorter processing time for online renewals
- 81% of license renewals were completed online in 2011
- Online renewals – www.tceq.texas.gov/licensing

Disaster Relief Wildfire Policy



- 27,976 fires
- 3,959,040 acres burned
- 2,862 homes destroyed
- 252 out of 254 counties in Texas were requested to be declared disaster areas



Disaster Relief Wildfire Policy



- Over 8,000 letters were mailed out to individuals with a license or registration whose expiration date was between June 1, 2011 and March 31, 2012.
- For individuals affected by the wildfire, the policy extends the amount of time licensees have to renew their license by 120 days.
- Examples resulting in an extension:
 - Residence was lost in the wildfires
 - Licensee was evacuated due to wildfires
 - Licensee participated in extinguishing wildfires
 - Licensee participated in the wildfire cleanup

Renewal Notification Emails



- Starting January 2012 email notification will be sent to licensees who hold a license that will be expiring within 90 days.
 - Only if we have email address on file
 - Paper renewal notifications will still be mailed within 60 days of license expiration date

Water Pass Rates



LICENSE	PASS RATE*
Class A Water Operator	33%
Class B Surface Water Operator	17%
Class B Groundwater Operator	22%
Class B Water Distribution Operator	17%
Class C Surface Water Operator	52%
Class C Groundwater Operator	38%
Class C Water Distribution Operator	37%
Class D Water Operator	54%
Customer Service Inspector	52%

Wastewater Pass Rates



LICENSE	PASS RATE*
Class A WW Treatment Operator	35%
Class B WW Treatment Operator	23%
Class C WW Treatment Operator	67%
Class D WW Treatment Operator	57%
Class III Collections System Op.	52%
Class II Collections System Op.	38%
Class I Collections System Op.	61%

Exam Revision Status



- **Revisions:**
 - September 2009 Class D Wastewater
 - October 2009 Class D Water Operator
 - April 2011 Class C Distribution Operator
- **Proposed revisions:**
 - 2012 C & B Wastewater, I, II, III Collections
 - Class A Water/Wastewater Operator exams—100 points/No essays

Computer-Based Testing (CBT) - Available Exams



- **Customer Service Inspectors**
- **Landscape Irrigation**
 - Landscape Irrigation Inspector
 - Landscape Irrigation Technician (English Only)
- **Municipal Solid Waste Facility Supervisors**
 - Class A
 - Class B
- **Wastewater Treatment and Collection System Operators**
 - Class D Wastewater Treatment Facility Operator
- **Water Treatment and Distribution System Operators**
 - Class B Groundwater Operator
 - Class B Surface Water Operator
 - Class B Water Distribution
 - Class C Groundwater Operator
 - Class C Surface Water Operator
 - Class C Water Distribution
 - Class D Water
 - *Class A to be added*
- **Water Treatment Specialists**
 - Class III
 - Class II
 - Class I

Advantages of CBT



- 30 day re-test period (vs. 60 days for paper exams)
- Automatic re-test on first attempt
- Immediate exam results
- Less application review/license issuance time (average of 2 weeks vs. 45 days for paper exams)



CBT Numbers



License Type/Level	Tests Administered	Tests Passed	Percent Passed
Customer Service Inspector	9	6	67
Groundwater Treatment Operator B	16	5	31
Groundwater Treatment Operator C	21	10	48
Landscape Irrigation Inspector	1	1	100
Landscape Irrigation Technician	27	18	67
MSW Operator A	3	3	100
OSSF Maintenance Provider	7	7	100

(continued on next slide)

CBT Numbers (cont.)



License Type/Level	Tests Administered	Tests Passed	Percent Passed
Surface Water Treatment Operator B	26	12	46
Surface Water Treatment Operator C	34	19	56
Wastewater Treatment Operator D	28	26	93
Water Distribution Operator B	6	2	33
Water Distribution Operator C	30	17	57
Water Operator D	61	50	82
Water Treatment Specialist III	5	5	100
TOTALS	274	181	66



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