



# MEETING MINUTES

May 4, 2017

9:00 AM

195 North 1950 West, Room 3132

## **PRESENT:**

Mark Clark  
Jim Callison  
Mike Carlson  
David Stevens

Quinn Fenton  
Gary Larsen  
Marie Owens  
Kim Dyches

Dawnie Jacobo  
D'yani Wood  
Gary Rager  
Vern Steel

### **I. CALL TO ORDER**

- a. Mark Clark called the meeting order at 9:03 AM.

### **II. APPROVAL OF MEETING MINUTES FROM FEBRUARY 23, 2016**

- a. Gary Larsen motioned to approve the minutes as written. Quinn Fenton seconded. Motion passed unanimously.

### **III. FINANCIAL REPORT BY SANDY PETT**

- a. Sandy provided a detailed financial report that shows the actual costs and the expenses for the fiscal year 2017. The report also included a historical report from FY2013 to FY2016. The printing and mailing costs have reduced significantly. Dawnie reported that the savings are due to the exam booklets and the AWWA training mailings being completed in-house.

### **IV. BART SIMONS**

- a. Kim requested to have a moment of silence to honor Bart Simons who served on commission for 21 years.

### **V. NEW COMMISSION MEMBER**

- a. Kim introduced Mike Carlson, the new commission member representing the Utah League of Cities and Towns.

### **VI. COMMISSION TERMS**

- a. Marie Owens, Division Director, approved extending the terms for Quinn Fenton,

Gary Larsen, and Brett Chynoweth.

- b. Mark Clark reported that he is retiring and Jonathan Hilbert will be his replacement for AWWA Treatment.

## **VII. CHAIR AND VICE CHAIR**

- a. David Stevens nominated Jim Callison for Chair. Gary Larsen seconded. Motion passed unanimously.
- b. Gary Larsen nominated Mike Carlson for Vice Chair. Jim Callison seconded. Motion passed unanimously.

## **VIII. NEW STAFF**

Kim introduced the new division staff Marie Owens, D'yani Wood, and Gary Rager.

## **IX. WATER SYSTEM OPERATORS**

- a. Kim provided the letters that have been mailed to the water systems that need a certified operator within a year. If the requirement is not met by the deadline, violation points will be added to their IPS record.

## **X. ACCOMPLISHMENTS**

- a. Forms & Brochures
  - i. Dawnie introduced the new forms and brochures. The new forms have simpler steps and are optimized for data entry. The brochures were created to answer many operator questions and to help new operators understand the renewal process.
- b. Lending Library
  - i. D'yani announced the Lending Library has been barcoded and is tracked electronically.
- c. Math Conversions
  - i. D'yani presented the new reorganized math conversions and formulas sheet with pie charts added.
- d. OpenLine Newsletter
  - i. D'yani shared the new design for the OpenLine newsletter and announced the next edition will be published in August.
- e. Equipment
  - i. Dawnie informed the commission about some new equipment that has

been utilized to reduce costs and save time.

f. Exam Booklets

- i. Dawnie explained how the exam booklets are no longer outsourced and are completed in-house. This has reduced costs by 70% and the conference exam application deadlines have improved by a week.

g. Email Correspondence

- i. Dawnie summarized how email correspondence is utilized for renewal notices, exam confirmations, and to answer common questions. These include links and detailed information that the operators need.

h. Renewal Process

- i. Kim mentioned how Dawnie has improved efficiency of the renewal process and he stopped receiving calls from operators regarding their applications. Dawnie noted that fees are now processed before certification is renewed which has eliminated invoices. Dawnie also created an electronic renewal application for operators to fill out online to reduce blank applications.

i. Wallet Cards

- i. D'yani showed the new wallet card design. More information including the DEQ emergency phone number have been added.

j. Autodialer

- i. D'yani explained how the new automated system calls down a list and sends personalized messages. Texting will be available in the future after issues with firewall are fixed.

k. Scanning Process

- i. Dawnie mentioned the scanning process is more efficient with a new way of handling PDFs for archiving.

l. AWWA Mailings

- i. Dawnie reported that the AWWA mailings to the water systems are now completed in-house and printing costs have been reduced by 80%.

## **XI. WEBSITE**

- a. Dawnie and D'yani reorganized the new website to be user friendly and more helpful. D'yani demonstrated the new training coalition calendar with multiple agencies and the new web submission where operators can submit renewal

applications online to be saved directly into the electronic filing system.

## **XII. WATERLINK DATABASE**

- a. Dawnie explained how the new CSV reports are utilized to speed up processing and provide data for statistics. A link connecting the database to the electronic filing system has also been added to improve efficiency.
- b. D'yani showed how data entry for CEUs and the certification report have improved.

## **XIII. GOALS**

- a. Website
  - i. D'yani announced that a F.A.Q. and a Tools page will be added.
- b. Math Screencast
  - i. Kim described how he is creating a math screencast and D'yani will use Prezi to include the math conversions sheet.
- c. Public Notary
  - i. Dawnie stated becoming in-house notaries will help operators meet the State's requirement submit a notarized citizenship form.
- d. Renewal Tracking
  - i. Dawnie is adding a report with water systems who have operators due for renewal to send notifications to the water systems.

## **XIV. WALLET CARDS**

- a. Dawnie inquired about moving from issuing paper cards every 3 years to issuing a laminated wallet card once upon certification. The expiration date will be removed and barcodes will be added.
- b. The commission discussed the benefits of adding a barcode and recommended including the issued date to help operators keep track of when they expire.
- c. Jim Callison motioned. David Stevens seconded. Motion passed unanimously.

## **XV. WATER SPECIALIST**

- a. Dawnie reported that Specialists accidentally submit the conversion application and conversion fee instead of renewal. This requires additional tracking and results in multiple attempts to communicate with the specialists. The conversion fee is for converting certificates from operators to specialists.
- b. Dawnie proposed eliminating the term specialist from the certificates, eliminating

the conversion application, and eliminating the conversion fee. If the word specialist is removed from the certificates, then they won't have to be replaced. Specialists will continue to be certified, accrue CEUs, and renew every 3-years.

c. Jim Callison motioned. David Stevens seconded. Motion passed unanimously.

## **XVI. POLICIES**

a. 30 days between exams

i. The commission reviewed the 30 day policy between any exams. The policy has been amended to 30 days between exams of the same discipline, treatment or distribution, for those who have failed an exam.

ii. David Stevens motioned. Jim Callison seconded. Motion passed unanimously.

b. Fees waived for local health departments

i. Kim requested to clarify the policy waiving certification fees for the local health departments.

ii. The commission decided that the division's \$100 exam fee will be waived. If a local health department staff member takes an online exam, the \$30 online exam fee will not be waived. The renewal fee will not be waived.

iii. Jim Callison motioned. David Stevens seconded. Motion passed unanimously.

c. Require certification numbers for CEUs

i. The division may start requiring certification numbers for CEU credit. This is due to the large volume of CEUs received and will be compatible with the future development of the WaterLink database.

d. Confirm previous policies

i. The Commission reviewed the previous policies for renewal, citizenship forms, CEU sign-in, exam sites, military active duty, exam reviews, and CEU forms.

ii. Quinn Fenton motioned. Jim Callison seconded. Motion passed unanimously.

## **XVII. LEVEL REQUIRED FOR WATER SYSTEMS**

a. Kim mentioned that the division is considering determining the grade level for water systems by complexity instead of population size. The commission requested more information on what is involved.

**XVIII. NOTIFICATION OF REINSTATEMENT WITHIN GRACE PERIOD**

- a. Kim will continue to send email notifications to the commission when an operator completes all of the requirements for reinstatement.

**XIX. FAIL LETTERS FOR ONLINE EXAMS**

- a. Dawnie requested input from the commission about eliminating the exam results letter for those who have failed an online exam since the results are provided upon completion. The commission decided to continue sending the letters to notify the operators about the 30 day policy.

**XX. APRIL EXAM DATE CHANGE**

- a. Dawnie described how moving the April exam date two weeks will give more time to register, to schedule exam reviews, and will add more time between the exams.

**XXI. EXCLUDE OVERALL STATISTICS FROM MAILING**

- a. Dawnie will be removing the overall exam statistics from the written exam mailings. These statistics are specific to grade level and do not provide anything that would help the operator study. Elimination would save time and save costs.

**XXII. REQUIRE SIGNATURES FOR EXAM SHIPMENTS**

- a. Dawnie reported that an ID can be required when signing for exam shipments for an additional fee.

**XXIII. EXAM REVIEW SCHEDULING AND ISSUES**

- a. Dawnie suggested utilizing Google Docs to make exam reviews more efficient and secure instead of mailing paper copies. However, the local health department would need a computer available for the reviewer.

**XXIV. 2016 VALIDATION WORKSHOP**

- a. Kim reported that the validation workshop was successful and the revised total coliform rule questions were updated.

**XXV. EXAM STATISTICS**

- a. Dawnie provided exam statistics for total exams, passing rates, exams by grade level, and exams per location.

**XXVI. ADJOURNMENT**

- a. Gary Larsen moved to adjourn the meeting at 12:06 pm. Mike Carlson seconded. Motion passed unanimously.