

EDUCATION & OUTREACH UNIT WORKSHOPS





Questions for Discussion

Marketing Improvements
Selection of Workshop Topics
Target Audience

WORKSHOP MATRIX

Characteristics	Large	Medium	Small
SEE HANDOUT			



Workshops

- Facility
- Registration Brochure
- Marketing
- Speaker Management
- Registration
- Handouts
- On-site Check in
- Post Workshop Reports and Evaluations



OTHER DEQ TRAINING

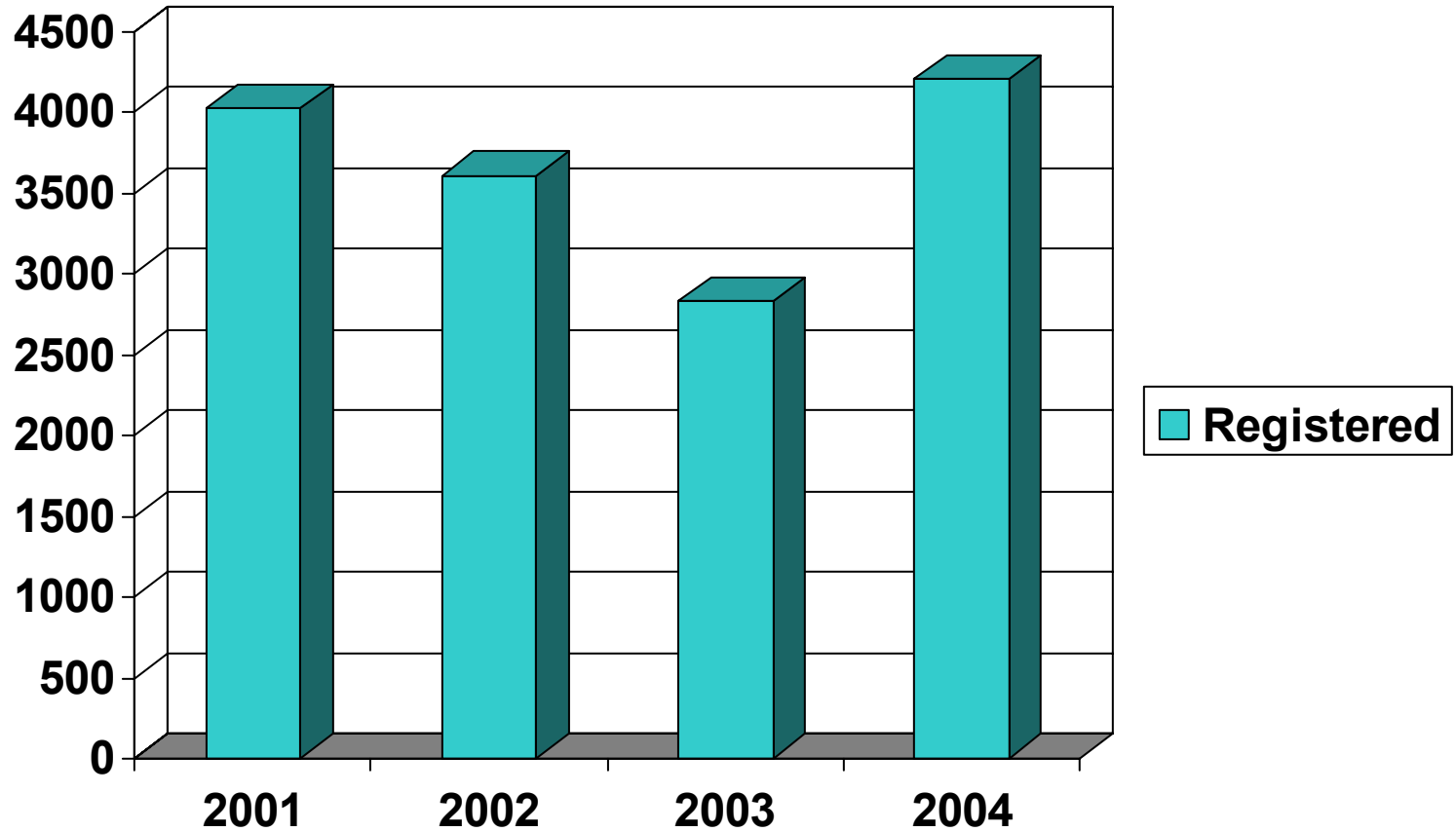
- Radon Training – contractor
- Soil Erosion – class room training
- Smoke School – contractor
- Operator Training - ESSD



MARKETING

- DEQ Website
- DEQ Calendar
- ESSD Bulletin
- Trade Associations
- Direct Mail
- Email
- DEQ District Staff

Workshop Attendance





Who Attends the Workshops?

Depends on the Topic:

- Programs Involving Local Government
 - government, businesses, & consultants
- “How To”
 - business & consultants



How Do We Select Topics?

- Section 507 of Clean Air Act
- Waste Reduction Energy Efficiency
- First Come - First Serve
 - New Rules
 - Compliance Problems
 - Annual Reporting
 - External Groups Wanting to Partner



Why Do We Do Workshops?

- Improve Completion of Permits of Annual Reporting Forms
- Voluntary Reductions of Waste
- Educate DEQ staff
- Good Public Relations
- Improve Regulatory Compliance
- Networking



Hidden Benefits of Workshops

- Make Requirements Less Ambiguous
- Consistency
- Training Books Live On
- Gets the Regulator Out of the Office



Strengths

- Dedicated & Experienced Staff
- DEQ Knows the Regulations
- Break Even
- Positive Evaluations



Workshop Evaluations

- Scale

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

- Overall Workshop Rating 4.2



Barriers

- Staffing
- Regulators Not Always Best Presenters
- Program Support
- Preaching to the Choir



THANK YOU!

Dave Fiedler, Manager
Education and Outreach Unit
Environmental Science & Services
Division

517-373-0607

fiedlerd@michigan.gov



Operator Training & Certification Unit


OTCU

Environmental Science & Services Division

OTCU Opportunities & Challenges

- How do we be sure our training courses are the right topics for our audience?
- How do we ensure that our presenters, including staff, are competent, accurate and up-to-date with current technologies of our industry?
- How do we measure the success of our training programs?
- How do we help our students get approval and funding for travel to training sessions?
- How do we reach the student that doesn't want to be at training?

Program History

- Act 98, P.A. 1913 was the first water law in Michigan to give the state authority to regulate public water supplies and sewerage systems.
 - Act was in response to the high incidence of typhoid fever in the state and nation.
 - In the 1940s, legislation requiring the mandatory certification of water and wastewater treatment operators was enacted.
 - The program has traveled thru Departments of Public Health and Natural Resources to Environmental Quality.
- 

OTCU Program Statement

- Billions of dollars have been and continue to be invested in municipal and industrial wastewater treatment facilities and public drinking water treatment and distribution systems.
- It is essential that the operators of these facilities be adequately trained and certified to operate them in a manner that protects the environment, the public health, and the facilities themselves.

Major Objective to Be Achieved

Objective of OTCU is to assure adequate numbers of:

- competent
- trained
- certified

Drinking water and wastewater treatment plant and water distribution system operators for Michigan facilities.

Population Served by OTCU

- Michigan's residents and visitors who enjoy Michigan's water resources and use its public water supplies are broadly served by this program.
- Program directly serves thousands of municipal and industrial wastewater treatment and drinking water treatment and distribution system certified operators, supervisors, and managers, as well as other representatives of local units of government throughout the state.

Types of Services/Activities Provided

OTCU staff provides municipal and industrial wastewater treatment plant operators and operators of drinking water treatment and distribution systems with:

- Training on treatment process control, laboratory analysis and distribution practices.
- On-site technical assistance to wastewater treatment personnel on operation, maintenance, and laboratory analyses.
- Exam certification and certificate renewal programs for treatment, distribution and storm water personnel.

Examples of Training Programs

- 3 & 4 day seminars at KBS (Gull Lake) & RAM Conference Center (Higgins Lake)
- 1 day regional meetings, technical sessions and teleconferences at several locations
- 1 day seminars/workshops at various hotels, training centers, drinking water & wastewater treatment plants
- 2 & 3 day conferences at UM and MSU

Fees: from free to up to \$300

Other Agencies and Organizations That Interact With OTCU

- Local health departments, cities, townships, and other local units of government.
- The Water, Geological and Land Management, and Waste and Hazardous Materials Divisions of DEQ.
- State Departments: Agriculture, State Police.
- U. S. Environmental Protection Agency.
- Michigan Section, American Water Works Association; Michigan Rural Water Association; Michigan Water Environment Association; and the Michigan Municipal League.

OTCU Funding Sources & Types

- This program is funded by fees, federal grants, general fund, and restricted funds.
- Federal & Restricted
 - Operator Outreach Training
 - EPA Public Water Supply Supervision
 - Stormwater Permit Fees
 - Training Course Registration Fees
 - DWRLF Operator Certification Set-Aside

OTCU Training Program – FY03

- Sponsored or co-sponsored over 65 formal training events
- Attended by more than 4,800 individuals municipal and industrial wastewater treatment and drinking water treatment and distribution system operators, supervisors, and managers, as well as other representatives of local units of government.

How Do's Revisited

- How do we ensure that our presenters, including staff, are competent, accurate and up-to-date with current technologies?
- How can we be sure our training courses are the right topics for our audience?
- How can we measure the success of our training programs?
- How can we help our students get the approval and funding for travel to training sessions?
- How do we reach the student that doesn't want to be at training?



Eric J. Way, Program Manager
Operator Training &
Certification Unit
Environmental Science & Services
Division
517/373-4752
waye@michigan.gov