

Op Cert Customer Satisfaction Survey

Friday, March 16, 2018

Background

- 10 questions to gauge satisfaction regarding Op Cert activities
- Option to provide comments for each question in addition to standard answers
- Important to note the difference between Data and user feedback

333

Total Responses

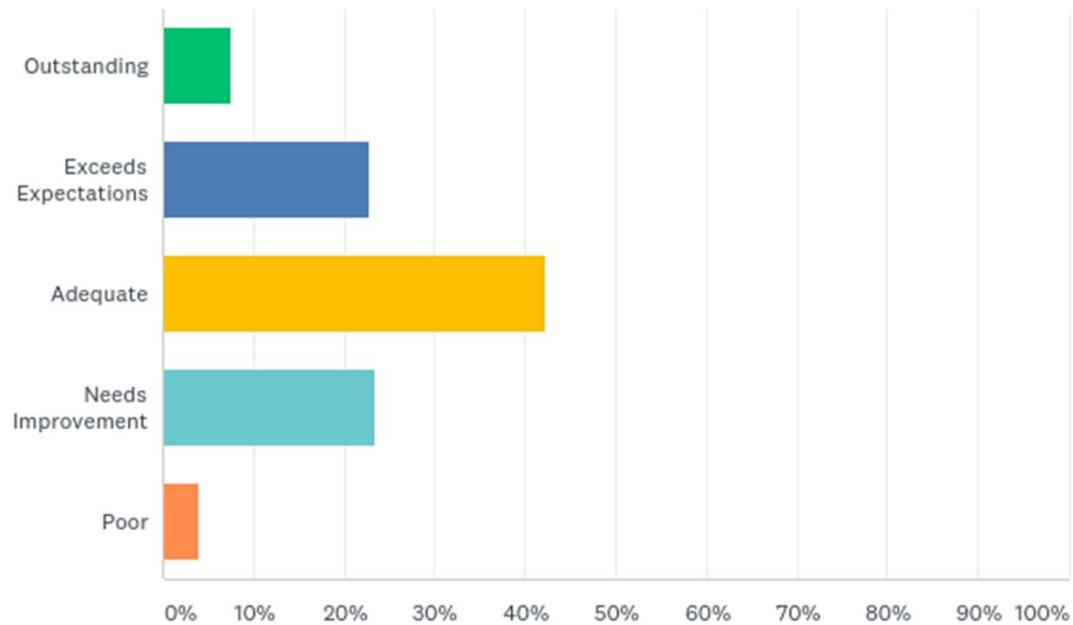
Date Created: Thursday, January 25, 2018

Survey Closed: March 15, 2018

Complete Responses: 333

Q1: Please rate the overall performance of the Drinking Water Services Operator Certification Program (Choose One).

Answered: 333 Skipped: 0



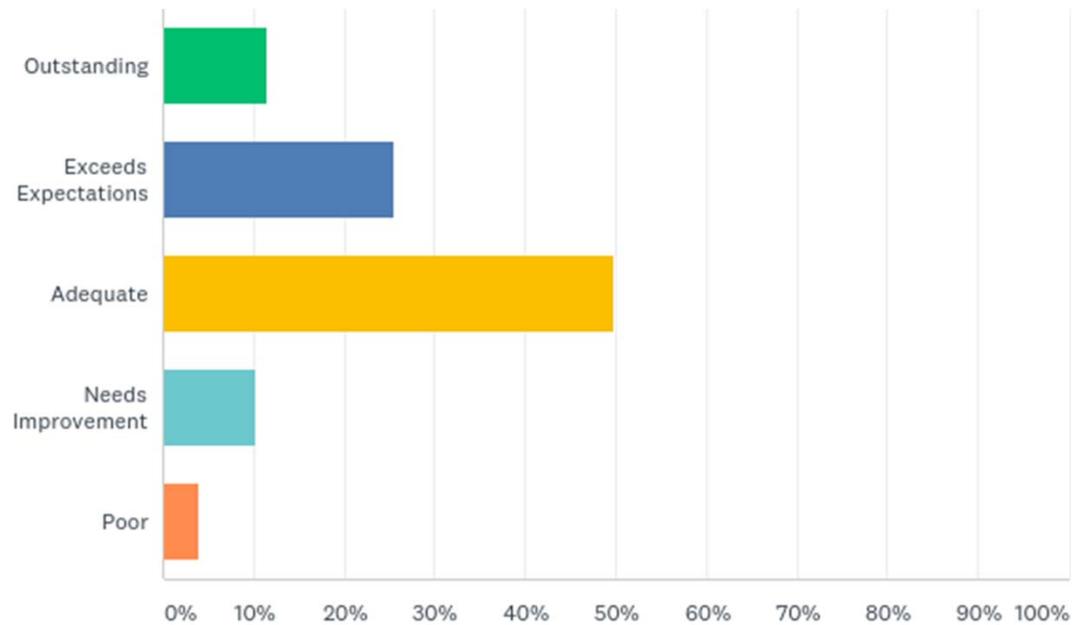
Q1: Please rate the overall performance of the Drinking Water Services Operator Certification Program (Choose One).

Answered: 333 Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	7.51%	25
Exceeds Expectations	22.82%	76
Adequate	42.34%	141
Needs Improvement	23.42%	78
Poor	3.90%	13
TOTAL		333

Q2: Please rate the quality and accuracy of information provided by Drinking Water Operator Certification program staff.

Answered: 330 Skipped: 3



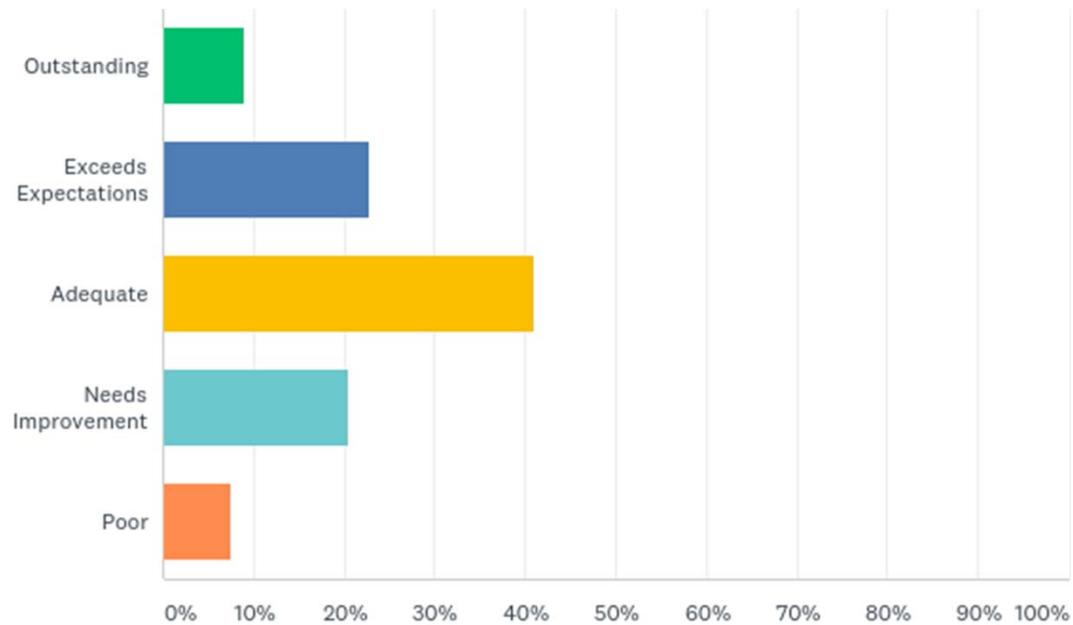
Q2: Please rate the quality and accuracy of information provided by Drinking Water Operator Certification program staff.

Answered: 330 Skipped: 3

ANSWER CHOICES	RESPONSES	
Outstanding	11.52%	38
Exceeds Expectations	25.45%	84
Adequate	49.70%	164
Needs Improvement	10.30%	34
Poor	3.94%	13
Total Respondents: 330		

Q3: Please rate the response time of Drinking Water Operator Certification program staff to your requests.

Answered: 330 Skipped: 3



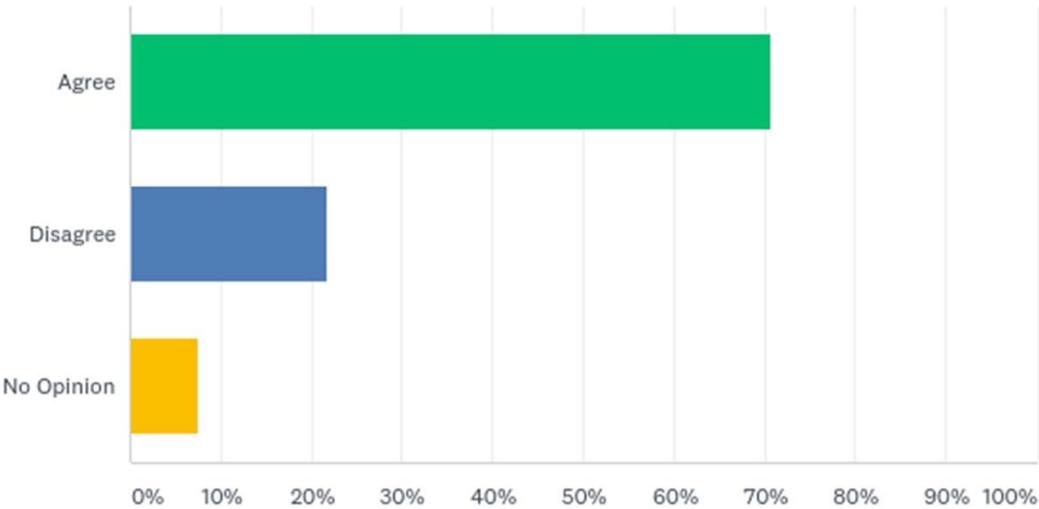
Q3: Please rate the response time of Drinking Water Operator Certification program staff to your requests.

Answered: 330 Skipped: 3

ANSWER CHOICES	RESPONSES	
Outstanding	9.09%	30
Exceeds Expectations	22.73%	75
Adequate	40.91%	135
Needs Improvement	20.61%	68
Poor	7.58%	25
Total Respondents: 330		

Q4: Please indicate whether you Agree or Disagree with the following statement: The Education requirements to become certified are reasonable and do not create a barrier to entry in the field or for advancement.

Answered: 331 Skipped: 2



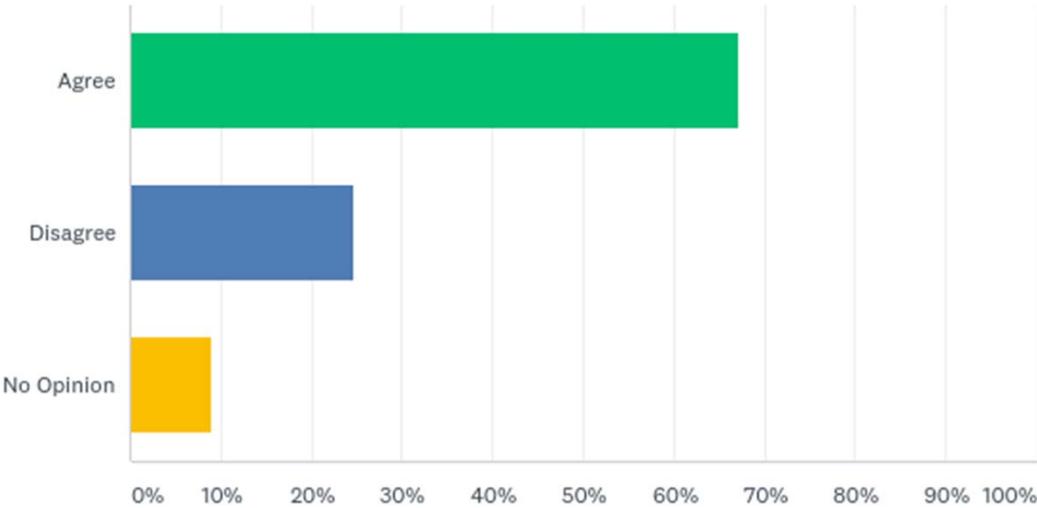
Q4: Please indicate whether you Agree or Disagree with the following statement: The Education requirements to become certified are reasonable and do not create a barrier to entry in the field or for advancement.

Answered: 331 Skipped: 2

ANSWER CHOICES	RESPONSES	
Agree	70.69%	234
Disagree	21.75%	72
No Opinion	7.55%	25
Total Respondents: 331		

Q5: Please indicate whether you Agree or Disagree with the following statement: The Experience requirements to become certified are reasonable and do not create a barrier to entry in the field or for advancement.

Answered: 331 Skipped: 2



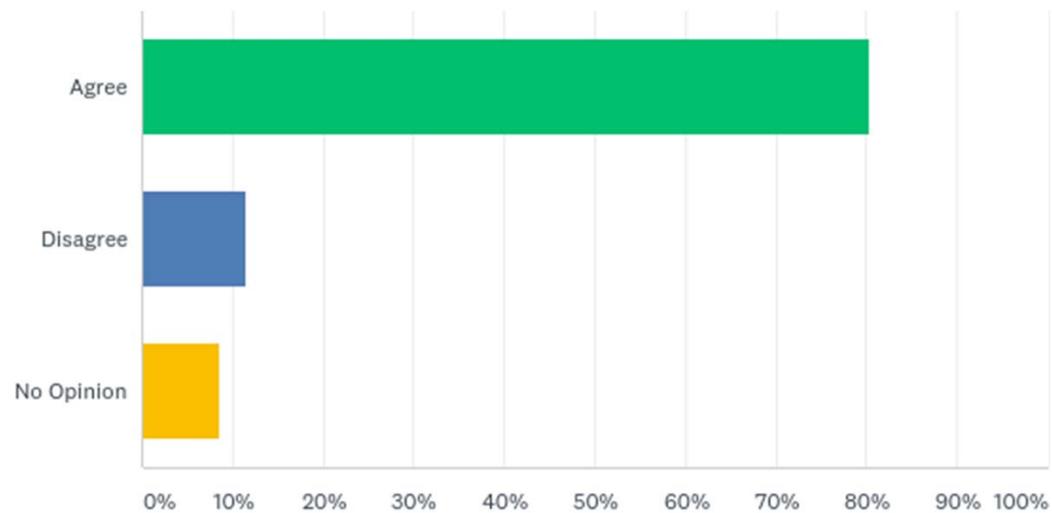
Q5: Please indicate whether you Agree or Disagree with the following statement: The Experience requirements to become certified are reasonable and do not create a barrier to entry in the field or for advancement.

Answered: 331 Skipped: 2

ANSWER CHOICES	RESPONSES	
Agree	67.07%	222
Disagree	24.77%	82
No Opinion	9.06%	30
Total Respondents: 331		

Q6: Please indicate whether you Agree or Disagree with the following statement: The Continuing Education requirements are reasonable and do not create a barrier for renewal of operator certification

Answered: 329 Skipped: 4



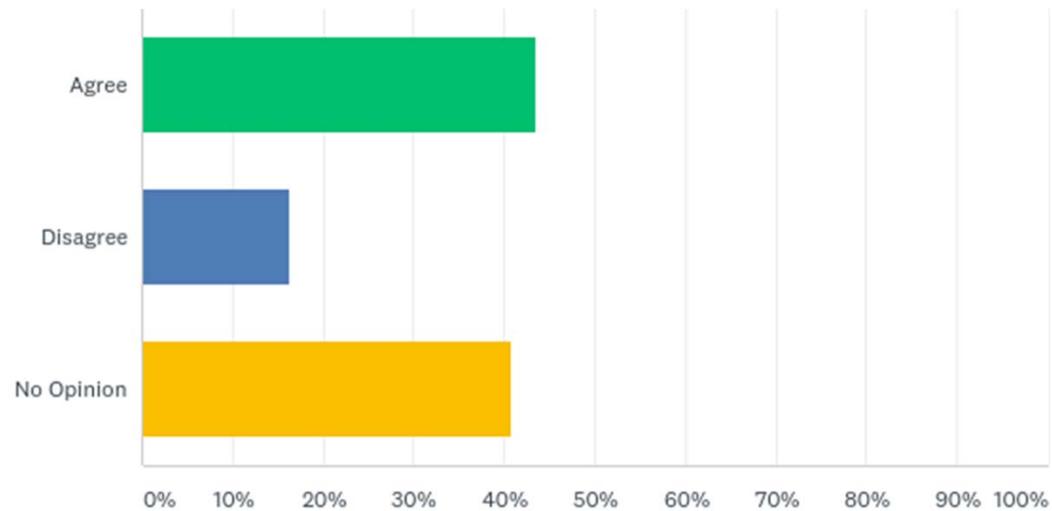
Q6: Please indicate whether you Agree or Disagree with the following statement: The Continuing Education requirements are reasonable and do not create a barrier for renewal of operator certification

Answered: 329 Skipped: 4

ANSWER CHOICES	RESPONSES	
Agree	80.24%	264
Disagree	11.55%	38
No Opinion	8.51%	28
Total Respondents: 329		

Q7: Please indicate whether you Agree or Disagree with the following statement: The Reciprocity requirements are clear, reasonable and do not create a barrier to becoming certified in Oregon.

Answered: 331 Skipped: 2



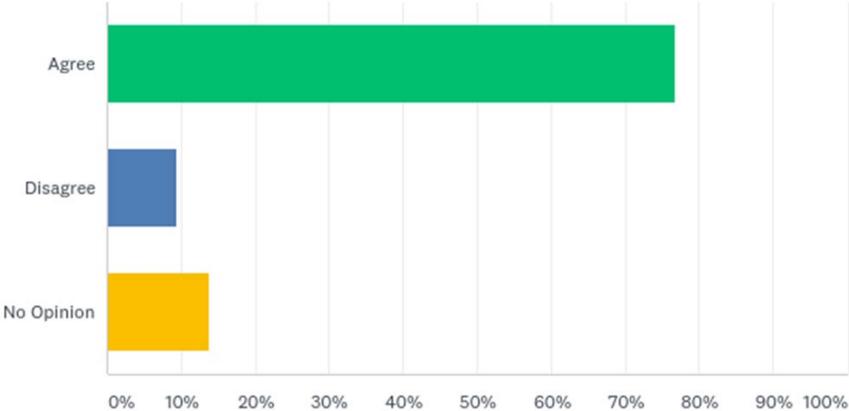
Q7: Please indicate whether you Agree or Disagree with the following statement: The Reciprocity requirements are clear, reasonable and do not create a barrier to becoming certified in Oregon.

Answered: 331 Skipped: 2

ANSWER CHOICES	RESPONSES	
Agree	43.50%	144
Disagree	16.31%	54
No Opinion	40.79%	135
Total Respondents: 331		

Q8: Please indicate whether you Agree or Disagree with the following statement: An Operator in Training program that allowed employees to take the Operator 1 certification test and then gain the required on the job experience before becoming certified would be helpful for both new employees and public water systems.

Answered: 331 Skipped: 2



Q8: Please indicate whether you Agree or Disagree with the following statement: An Operator in Training program that allowed employees to take the Operator 1 certification test and then gain the required on the job experience before becoming certified would be helpful for both new employees and public water systems.

Answered: 331 Skipped: 2

ANSWER CHOICES	RESPONSES	
Agree	76.74%	254
Disagree	9.37%	31
No Opinion	13.90%	46
Total Respondents: 331		

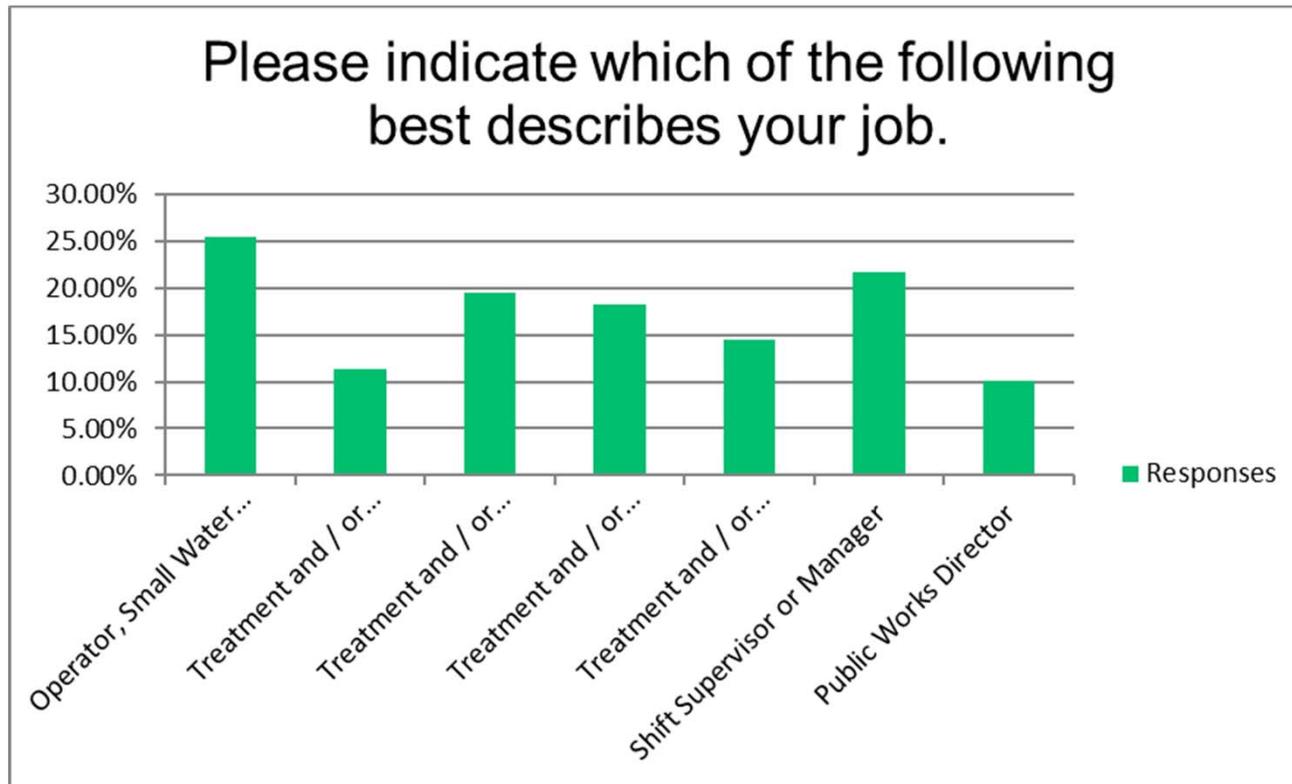
Q10:Please indicate which of the following best describes your job.

Answered: 318 Skipped: 15

Answer Choices	Responses	
Operator, Small Water System only	25.47%	81
Treatment and / or Distribution Operator Grade 1	11.32%	36
Treatment and / or Distribution Operator Grade 2	19.50%	62
Treatment and / or Distribution Operator Grade 3	18.24%	58
Treatment and / or Distribution Operator Grade 4	14.47%	46
Shift Supervisor or Manager	21.70%	69
Public Works Director	10.06%	32
Other (please specify)		37

Q10: Please indicate which of the following best describes your job.

Answered: 318 Skipped: 15



Selected Comments

“I think it’s a funding problem.”

“Hire more people.”

“Oregon should not make it easier to become certified.”

“Don’t fix things that are not broken.”

“Work experience requirements are causing problems for operators.”

“Be more consistent with what is allowable...like backflow program operators that work closely with distribution.”

“Consistent and fair interpretation of rules.”

“Bring back the online certification course.”

“Better training.”

“The OIT idea would be a huge step...for new people.”

“Continue with the excellent work your doing!”

Utilizing the feedback

We are pleased with the number of positive responses we received, but recognize we have significant opportunities for improvement.

To that end, we are taking the following steps to improve our processes

Next Steps

New certification database that combines both Op Cert and Backflow

Neither of our current databases are integrated, and the Op Cert software is frankly awful. Everything takes too long, and much of the data needs for the software has no useful purpose for our program.

Next Steps

Combining both programs into one certification program, and making the two programs as consistent as possible.

More efficient

Less confrontational

New software isn't limited by license availability and will be more intuitive such that DWS Staff outside of the Op Cert program could perform data entry.

Next Steps

Reviewing current staff workload and assignments.

We will be making significant changes to the work we do, the correspondence and interactions we have with our clients, and who specifically will be performing certain tasks.

Next Steps

Reviewing current staff workload and assignments.

This effort will entail a top-to-bottom review of every certification function we currently perform, evaluation of its business need and potential for streamlining, and then making necessary revisions to all of our processes to increase our efficiency and – especially – our responsiveness to our clients.

Next Steps

Reviewing current staff workload and assignments.

To this end, *absolutely nothing* is off the table. My intention is to make this program as transparent and user friendly as possible while ensuring we are still meeting our regulatory requirements.

Next Steps

Considering several rule changes across both programs

For Op Cert, examples are reinstating the OIT program and more flexible substitution of “water related” experience.

If you have specific suggestions for either or both programs, now is an excellent time to put them forward

Questions?