

**ENVIRONMENTAL OPERATORS CERTIFICATION PROGRAM
2014 ANNUAL GENERAL MEETING MINUTES**

**September 23, 2014
Electronic Meeting Using Citrix GoTo Meeting**

Board Members Present: Mike Gosselin **(MG)** - President Darryl Bjorgaard **(DB)** - Director
 Pat Miller **(PM)** - Vice President Shawn Sanders **(SS)** - Director
 Chris Brown **(CB)** – Secretary

1. Confirm Quorum

Quorum is nineteen. Forty Eight certified Operators were in attendance

2. Call to Order

The meeting was called to order at 9:07 AM.

MG gave instructions on voting. As it is a voice only AGM, when voting needs to take place, he will make the motion, ask for a second, get the name of the seconder, and then will ask for those opposed.

3. Adoption of the Agenda

Moved: Mike Gosselin / Shawn Sanders: That the agenda for the 2014 AGM be adopted as presented.
All in favour.

Carried

4. Adoption of the Minutes of the 2013 Annual General Meeting

The minutes for the 2013 AGM have been available for viewing on the EOCP website since September 2013. They were also attached to the electronic meeting invitation.

Moved: Mike Gosselin / Darryl Bjorgaard: That the minutes of the 2013 Annual General Meeting be adopted with no changes. All in favour.

Carried

5. President's Report

MG read from the President's report presented in the 2013 Annual Report. The document is available for viewing in the 2013 Annual Report.

6. Treasurer's Report

MG advised that the EOCP Executive Director, Ashifa Dhanani **(AD)** will speak to the report that is available for viewing in the 2013 Annual Report.

AD advised that she will answer any questions that Operators may have about the report. The EOCP has made some changes. There are greater contributions to support Operators as they move through the program. EOCP is also earning some interest on low risk investments. An audit has just been completed for 2013. EOCP will focus on these items in the upcoming year.

Moved: Mike Gosselin / Darryl Bjorgaard: To accept the Treasurer's report as presented.
All in favour.

Carried

7. Election Results - Board of Directors 2014

Three Board members were up for election and agreed to run for their positions.

Bob Smith, Employer Representative

Brian Thorburn, Education Representative

Darryl Bjorgaard, Operator Representative

There were no outside nominations, so the Directors retained their positions through acclamation. They will remain on the Board for a three year term.

8. Operator of the Year

The Operator of the Year for 2014 is John Kalinczuk, the Water Resource Manager/ Chief Operator with the City of Dawson Creek. John currently holds: WWT II, WD IV, WT IV, and WWC I. The physical award will be presented to John in Dawson Creek at a later date.

9. Operators / Facility Report

The number of Operators is steady and healthy. Some Operators have left the program due to retirement, and competition from other industries and provinces. Roughly the same number of new Operators have gained certification. Overall, the numbers are consistent with past years. There has been a small increase in the number of level III and IV Operators in Water Distribution, and Level II and III Operators in Wastewater Collection. It is encouraging to see more Operators at the higher levels.

133 facilities were added or upgraded this year. EOCP is in the process of contacting facility owners and managers to initiate the first annual update of the EOCP database. EOCP will also be following up with facilities owners who have not had their facility classified but have Operators working there who have applied for certification. EOCP will be moving forward with the next step of the Classification Project with the release of the Directions document in the next few weeks.

10. Introduction of Web-based testing for certification exams

AD advised that EOCP will start with beta testing web based exams this fall. The first will take place at Yukon College in Whitehorse. There will be additional web based exam sessions at Okanagan College, Selkirk College, TRU, and the College of the Rockies.

The goal is easier access to exams, with results available on screen as soon as the exam ends. The biggest item is to be responsive to when Operators want to take exams, and to decrease the length of time it takes to get results.

Web based testing is well tested and widely used. There has been positive feedback from those who have written web based exams. A link will be put on the EOCP website so Operators can get used to what the test will look like. It will take six to nine months to get the testing locations up and running. There will be a charge from the test locations to access the exam.

EOCP staff looked at interface last week, and were excited by what they saw.

AD spoke on the following points on web based testing.

1. Immediate processing of exam results – you will receive your mark on-screen when you have completed and submitted all of your responses.
2. You will also receive an e-mail with the breakdown of your exam results by section within 24 hours.
3. Increased flexibility to schedule your exam based on your preference for date and location.
4. Decreased travel time and increased availability for exam locations - less travel expenses and fewer days off for exam writing.
5. One question is displayed at a time – making it easier for you to focus.
6. No bubble-sheet mistakes – you don't have to focus on matching the question from the exam booklet with the right line on the bubble sheet.

11. Questions from the Floor

Q. Will web based exams only be held at a colleges?

A. Currently they will be held at Colleges as they have computer labs and invigilators. In future, EOCP may be open to using other places with professional invigilators.

Q. Which exams will be web based?

A. All levels & types of exams will be web based.

Q. How will EOCB make people who are not computer savvy comfortable with the exam?

A. Operators can contact the EOCB office and we will walk through the interface with them. If there is an issue during a web based exam, the professional invigilator will be there, and are able to answer questions. EOCB will be using a common interface.

Q. Is there a tentative implementation date for web based exams?

A. Pilot testing will take place in October. More testing will take place around the province as exams come up in November and December. We hope to be fully on-line within the year.

Q. After on-line exams are in place, will Operators have the option to still do paper exams?

A. We will work with operators to help them get used to web based testing, but EOCB will always have paper exams to fall back on when necessary.

Q. Will there be preset dates for web based exams, or can exams be taken at the Operators request?

A. EOCB will have scheduled sessions. There is additional flexibility to set up exams that work with an Operator's schedule.

Q. Are there fees to do web based exams?

A. Yes, there will be the normal exam fee, and another fee for writing the web based exam. Once we know the fees, they will be published on our website.

Q. Can a question be skipped in a web based exam?

A. Yes, questions can be flagged. There will be a screen available to show unanswered or flagged questions.

Q. I like to review whole exam before I start writing the exam. Can I still do that?

A. Yes that is still an option.

Q. What if there is a power failure when I am writing my exam?

A. The computer will note the time, and once the power is restored, the exam can be picked up where it left off.

Q. Can exam fees to institutions be claimed on income tax?

A. AD will find out and advise.

Q. What is happening with the proposed changes to DRC time? Please provide a timeframe.

A. DRC is wrapped up in the classification review. It will be a few weeks before the Board Document will be ready. DRC will be laid out as clearly as possible in the report.

Pat Brooks from Yukon, Environmental Health wanted to applaud EOCB for going ahead with web based testing, as it will really help Operators in remote areas get certified in a timelier and less expensive manner.

12. Discussion of the draw for Winner of \$250 gift card

MG thanked the Operators who participated in the AGM. He appreciated the feedback and the questions. Office staff is available to answer any questions.

There will be a draw for a \$250 gift card from among the certified Operators who attended the AGM. This will take place later today.

13. Adjournment

Motion: Mike Gosselin/ Sam Lange: To adjourn the meeting at 9:33 AM.

Carried

Additional note from the Executive Director and President: We would like to recognize and thank all of the Board Members who arranged meetings rooms for Operators to get together and to all the Operators who participated in this new meeting format. We also want to formally recognize the Operators and government partners from the Yukon who joined us for the first time. With close to 50 Operators, we consider both the meeting itself and new electronic format to be a success.

Special thanks to Kim Eames for organizing the event, Heather Wallace for the technical set up, and Stephanie Hall for operations support. We would also like to pass on our sincere apology to the 6 Operators in Squamish who had technical difficulties in joining the meeting. We have learned some important lessons and will take action to ensure we have improved communication and better access to technical support for our future events. We look forward to continuing to grow the conversation and interaction with all of our Operators and partners in the coming year.