

# 2017 ANNUAL REPORT



**ABC**  
Association of  
Boards of Certification

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*Protecting Public Health and the Environment through Stewardship of Water Resources*



## Message from the President & CEO

### *Paul D. Bishop, CAE*

*At ABC, we are motivated by our Mission and Vision to see that our public health systems and the environment are protected through stewardship of our water resources and guided by competent water and wastewater professionals. The volunteer and professional leadership team here at ABC is dedicated to serving our members and the public, and to making a difference.*

*That type of inspiration and dedication has amazing potential to affect those around us. It's often referred to as the "ripple effect" - the belief that there is a connection between all of us, and that through these connections, our small actions can have a magnifying affect. There is no better demonstration of this than in the beauty of a single drop of water traveling outward and affecting the surrounding environment, potentially altering it forever.*

*This year, the same could be said of ABC's new Need to Know Criteria (NTK) and release of the 2017 standardized exams for Water Treatment, Wastewater Treatment, Wastewater Collection, and Water Distribution. Countless hours of volunteer, staff, and professional expertise were devoted to creating these industry resources, and their impact is already being felt industry-wide. Industry training and educational materials are aligning with the new NTK and the exams' broad reach across jurisdictional, as well as geographic and country boundaries, has tremendous potential to shape tomorrow's workforce. The NTK's design philosophy of documenting what an operator needs to know to operate a facility at a specific grade level anywhere in the world provides a keystone in the industry's arsenal of educational materials. The NTK provides the blue print for the new standardized exams which are designed to measure an operator's competency to operate a treatment facility anywhere in the world! Together these resources will impact all operators for the better and have an industry wide ripple effect far beyond our reach.*

*Imagine - a young woman who has been taking water treatment coursework from her local community college for the past two years. She's completed her coursework, had hands-on experience through a six-month internship, and has passed all of her exams. With her associate's degree in hand she has one last challenge to overcome - taking her Class I Professional Operator (PO) Water Treatment exam. Her course work and internship have prepared her for this exam, yet she reviews her Water System Operations (WSO) book series and study guides. On the day of her exam she enters the test facility, sits in front of the computer and begins. Two hours later she walks out of the exam room and is handed her score report. She's passed! She's on her way to becoming a Professional Operator and the opportunities before her are endless.*

*That exam and that opportunity happened because of water environment professionals, men and women like you, who dedicated hundreds of volunteer hours to share their experience and expertise to ensure the future of their profession. Their tireless work created a tool for fairly measuring operator competency regardless of country, state, province, or environmental bias. Their work would not have been possible if not for the effort of four visionary men who came together more than 40 years ago with an idea for standardizing the operator certification process within the water environment industry.*

*Single drops of human determination are forever changing the course of certification within the water environment industry. How will our efforts today, large or small as they may seem now, make a lasting difference in the development of tomorrow's professional operator? I sense amazing ripples on the horizon and I am looking forward to us all riding the waves of change for years to come.*

*In gratitude,*

Paul D. Bishop, CAE  
President and CEO



## Message from the Chair

### *Michael Bolt*

*2017 has been a milestone year for ABC, and a great experience for me as Chair.*

*I am particularly proud of our standardized exams, as they will serve the industry in ways previously unimaginable and confirm ABC as leaders, not followers. We continue the march forward to certify professionals who will be recognized without boundaries.*

*Our continued partnership with AWWA and WEF better equips the great people at the frontline of protecting public health and the environment.*

*Our October Chicago joint meeting with C2EP rose to the challenge of identifying financially sustainable examination options that will meet the principal needs of our customer base.*

*It has been my privilege to be at the helm this year, but the journey has been made possible by the ABC team members who have ensured that the deliverables were always excellent quality, on time, and within budget.*

*Our success didn't come overnight, many have played key roles along the way - too many to mention them all, but I will share that more than once, I have asked myself: what would Ken Kerri or Harris Seidel think?*

*In the coming year, we are looking forward to exploring new opportunities and the potential avenues of growth for ABC in the world of water environment certification.*

*Stay tuned - you won't want to miss the boat!*

*Michael Bolt*  
2017 Chair

# INNOVATION IN CERTIFICATION

## Annual Conference & Trainers Workshop



**90** Attendees  
**4** Countries  
**27** U.S. States  
**2** Canadian Provinces  
**4** Days of Sessions,  
Discussions, &  
“Ah-Ha! Moments”



### Ah-Ha!

“What you think is true today will not be true tomorrow. Innovation in certification is the key to solving workforce issues.”

 **ABC**   
INNOVATION IN  
CERTIFICATION  
— Celebrating **30** Years —



# 2017 STANDARDIZED EXAMS DEBUT

## Gathering Critical Information

**number** certification programs and **number** Professional Operator candidates participated in a pilot test of ABC's new 2017 exams. Hundreds of real-world exam administrations were gathered to confirm answer keys and finalize the exams for on-demand scoring.

**Number** certification authorities have adopted or are in the process of adopting the new exams for their programs.



**2017**  
Standardized  
Exam Pilot



## Introducing the Exams

In September, ABC and key subject matter experts (SMEs) introduced the new standardized exams to **100+ participants** in an information webinar highlighting the exam development process, the updated *Need-to-Know Criteria*, and exam rollout details.



### **Harris F. Seidel Lifetime Achievement Award**

Chuck Van Der Kolk, HPO

### **Jess Jones Excellence in Service Award**

Lonn Rasmussen, PO

Paul Krauth

### **Dr. Kenneth D. Kerri Excellence in Workforce Development Award**

LeAnna Risso, PO

### **Robert C. McAnespie Outstanding Certification Officer Award**

Martin Nutt

### **Certification Program Award**

Massachusetts Board of Certification of  
Operators of Drinking Water Supply Facilities





# PROFESSIONAL OPERATORS

## Message from the Certification Commission for Environmental Professionals (C2EP) Chair, John Solvie



The rippling effect of the PO program continues as more ABC testing clients transition to the newest generation of standardized examinations developed by C2EP. For operators, this translates to broader opportunities to seek dual credentialing through one exam. The exams were vetted through the most rigorous psychometric progress I've seen in 17 years of participating in ABC exam development. C2EP's goal is to not only develop the highest quality exams for validating operator competency, but also exams that can withstand today's litigious environment for member programs.

Relationships with industry partners were further strengthened in 2017, which has rippled into an even broader call for greater consistency of OpCert requirements based on industry model standards. To that end, C2EP remains dedicated to the mission of ABC, the advancement of Professional Operators, and serving member programs through ongoing exam development.



POWER Philadelphia

Monday, June 12  
AWWA ACE17 • Philadelphia, Pennsylvania

# CERTIFICATIONS & EXAMS



- Paper-based (14,961)
- Computer-based (12,830)
- Web-based (7,132)



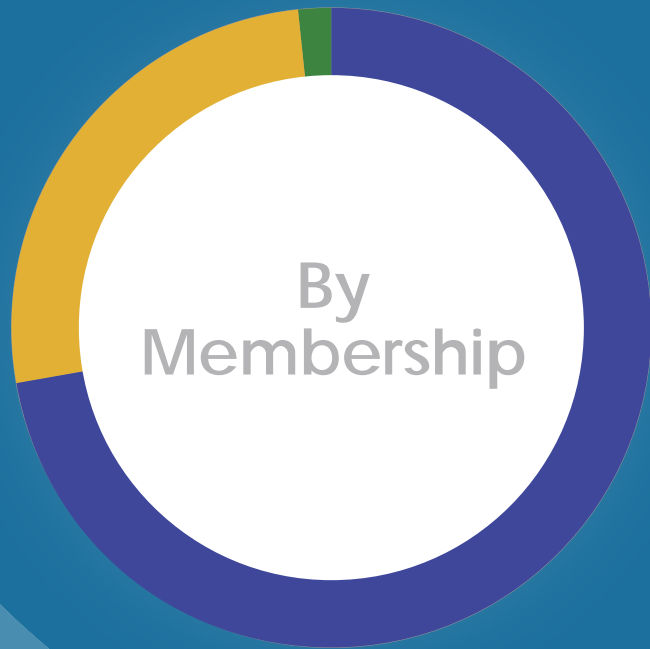
- Wastewater Treatment Operator (152)
- Water Treatment Operator (137)
- Wastewater Laboratory Analyst (55)
- Water Distribution Operator (49)
- Plant Maintenance Technologist (46)
- Physical/Chemical Industrial Waste Operator (25)
- Wastewater Collection Operator (21)
- Water Laboratory Analyst (15)
- Biological Industrial Waste Operator (2)
- Industrial Operator (2)
- Biosolids Land Applier (1)
- Environmental Laboratory Analyst (1)
- Very Small Water System Operator (1)



- Water Treatment (53)
- Wastewater Treatment (53)
- Water Distribution (37)
- Wastewater Collection (32)



# ABC MEMBERSHIP



- Certification Program Members (89)
- Associate Members (33)
- Special Members (2)



- U.S. States & Territories (103)
- Canadian Provinces & Territories (16)
- Albania (1)
- Jordan (2)
- St. Lucia (1)
- Trinidad (0)

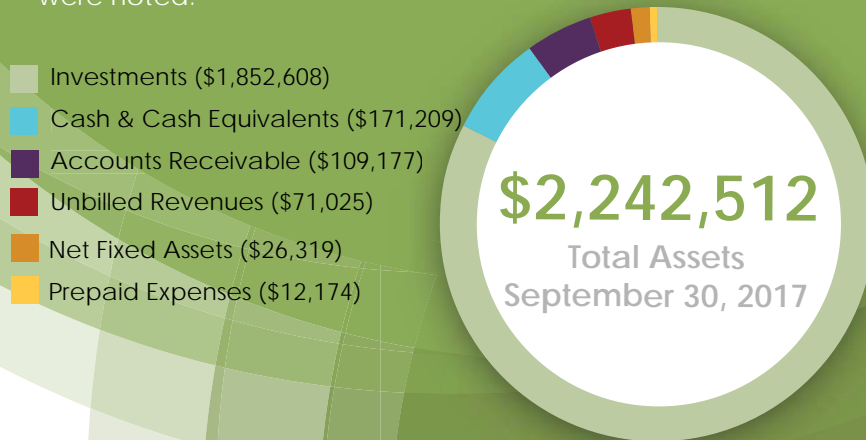
# FINANCIAL STEWARDSHIP

## Message from the Director of Finance, Sarah M.L. Cronk, CPA

Market volatility and legislative uncertainty are making waves. Despite this sea of influence, ABC's financial position has remained steadfast and unshaken. Our foundation is as strong as ever, and we are well-prepared to weather whatever ripples or storms may come.

## 2017 Highlights

- Re-defined ABC financial reserve policies and definitions. Maintained required reserve levels for the entire year.
- Income from operations for each major segment was within 5% of prior year. Overall, income from operations was stable, growing two-tenths of one percent.
- Reduced operating expenses by more than 11%, or \$174,000.
- Earnings on reserves were consistent with relevant market indicators, showing a growth of approximately 25%.
- During the annual audit, ABC's financial statements received a "clean" opinion and no material weaknesses or deficiencies were noted.



## REVENUE & EXPENSES

REVENUE & SUPPORT	
Member Dues	\$131,494
Services	\$1,392,864
Conference	\$62,924
Royalties	\$15,101
Investment Gain	\$211,036
Other Revenue	\$4,010
<b>Total Revenue &amp; Support</b>	<b>\$1,817,429</b>
EXPENSES	
Staffing & Development	\$840,452
Professional & IT Services	\$85,821
Conference	\$83,072
Meetings & Travel	\$78,815
Service/Program Improvement	\$70,597
Rent, Utilities, Repair	\$86,913
Marketing	\$15,712
Supplies, Mailing, Printing	\$46,160
Insurance	\$11,987
Depreciation	\$15,930
Other Expenses	\$7,218
<b>Total Expenses</b>	<b>\$1,342,677</b>
<b>Net Increase in Unrestricted Net Assets</b>	<b>\$474,752</b>

## BALANCE SHEET

ASSETS		LIABILITIES & NET ASSETS	
<b>Liabilities</b>			
Cash and Cash Equivalents	\$171,209	Accounts Payable	\$59,787
Investments (market value)	\$1,852,608	Deferred Revenues	\$35,379
Accounts Receivable	\$109,177	Accrued Expenses	\$59,217
Unbilled Revenues	\$71,025	<b>Total Liabilities</b>	<b>\$154,383</b>
Prepaid Expenses	\$12,174	Unrestricted Net Assets	\$2,088,129
Net Fixed Assets	\$26,319	<b>Total Liabilities and Net Assets</b>	<b>\$2,242,512</b>
<b>Total Assets</b>	<b>\$2,242,512</b>		

# BOARD OF DIRECTORS



Michael Bolt  
Chair



William (Bill) Sullivan  
Chair-Elect



Chris McCord  
Vice Chair



Mike Gosselin, PO  
Immediate Past-Chair



Jake Jacobson  
At-Large Division Director



Paul Spina  
Wastewater Division Director



Ken Smith  
Water Division Director



Laurie Dougherty, CAE, CTF  
AWWA Representative



Stacie Crandall  
WEF Representative



Paul D. Bishop, CAE  
Ex-Officio



# C2EP

## CERTIFICATION COMMISSION FOR ENVIRONMENTAL PROFESSIONALS



John Solvie  
Chair



Mike Wentink  
Vice Chair



Chuck Van Der Kolk, HPO  
Distribution Operations  
Commissioner



Cheryl Capron, PO  
Distribution Operations  
Commissioner (Interim)



Lon Rasmussen, PO  
Collection Operations  
Commissioner



Andrew Houlihan  
Water Treatment Operations  
Commissioner



LeAnna Risso, PO  
Wastewater Treatment  
Operations Commissioner



Jim Kincaid  
Public Commissioner



Mike Gosselin, PO, ABC Chair  
Ex-Officio



Paul D. Bishop, CAE, ABC CEO  
Ex-Officio



# ABC STAFF



Paul D. Bishop, CAE  
President & CEO



Megan M.L. Baker, CAE  
Vice President of Operations



Sarah M.L. Cronk, CPA, CFM  
Director of Finance



Gavin Moore  
Certification Manager



Emily Dalthorp  
Publications & Content Manager



Tom Healy  
Program Manager



Ann Eddy  
Testing Services Administrator



James Hilchen  
Certification Services Specialist



**Association of Boards of Certification**

2805 SW Snyder Blvd., Suite 535

Ankeny, IA 50023

Phone: (515) 232-3623

[www.abccert.org](http://www.abccert.org) [abc@abccert.org](mailto:abc@abccert.org)

[www.ProfessionalOperator.org](http://www.ProfessionalOperator.org) [Info@ProfessionalOperator.org](mailto:Info@ProfessionalOperator.org)

