

## **TCEQ Compliance and Assistance**

### **Bryan Shaw, TCEQ Chairman**

At TCEQ, we have a significant presence here in the Central Texas area, but we also have sixteen regional offices with about 800 employees scattered across the state.

### **Toby Baker, TCEQ Commissioner**

When I go out and visit all the regional offices, what I see are employees that love their jobs, they love interacting with the public.

### **Jon Niermann**

When disaster strikes Texas, whether it be natural or manmade, TCEQ employees are ready to respond 24/7 at a moment's notice to be on the scene and help get Texas running again.

### **Bryan Shaw**

Part of what we have to do to make sure that we can continue to meet our environmental mission is making sure we are using technology where it makes sense. One thing that we are doing that not many people are doing is using scanning electron microscopy, where you can use a scanning electron microscope to evaluate particulate matter, basically to get a fingerprint of what that material is - it helps us to identify where it came from. We have a great professional staff.

### **Toby Baker**

And they're all extremely committed to doing their job, and doing it well. To being protective, but also being fair.

### **Jon Niermann**

In most cases it is not for a lack of will it is for a lack of knowledge so a very important part of what we do is educating the regulated community particularly small businesses to help them achieve compliance.

### **Andy Gardner, Small Business and Local Government Assistance**

So we have folks in every TCEQ regional office that are available to come out to your site, help you walk through maybe how a rule or regulation applies to your business, help you with a permit application. There's a number of tools on the website. You can call the region, we have several 800 numbers where you can call and get questions answered. You can call the permitting programs. The key is to call us, we can help you.

### **Carmen Ramirez, Compliance Assistance Specialist**

You build this trust with our customers, and they feel confident that they can just pick up the phone and call TCEQ because they know we are here to help.

### **Jeff Rogers, Rogers Lumber Company**

I've always been very comfortable with TCEQ. If it wasn't for the Small Business and Local Government Assistance helping us figure out how to develop that storm water pollution prevention plan that would have cost us several thousands of dollars. The whole staff has always been very easy to get along with, easy to work with, and very concerned with our needs, and the impacts of regulation.

### **Toby Baker**

I haven't met one employee in this agency who is not absolutely committed to doing their job and doing it well. Protecting the people in the state of Texas, but also allowing people to do business in a responsible way.

### **Bryan Shaw**

We TCEQ employees are also your neighbors; we're your friends. They're not only going to work in helping to develop regulations that make sense, but they go home and they live with the results of those efforts that they make.

**Jon Niermann**

TCEQ is very much part of the community were you neighbors and we are here to help achieve compliance and protect Texas' beautiful environment.