

TCEQ Helps

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.

Zak Covar

We've got dedicated employees testing water quality and air quality, we've got emergency response team when disaster strikes, whether it be natural or man-made. We deploy 24/7, 365 when there is an issue.

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.

Zak Covar

A lot of times we find, when there are enforcement actions it's because of lack of knowing there is something to be complying with.

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.

Zak Covar

We're part of the community, we want to ensure compliance, and we all want a clean, healthy Texas.