



**Training Proposal for:
ADT LLC**

Agreement Number: ET17-0179

Panel Meeting of: August 26, 2016

ETP Regional Office: North Hollywood

Analyst: M. Reeves

PROJECT PROFILE

Contract Attributes:	SET Retrainee HUA	Industry Sector(s):	Services Priority Industry: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Counties Served:	Alameda, Contra Costa, Fresno, Kern, Los Angeles, Orange, Riverside, Sacramento, San Diego, San Mateo, Santa Barbara, Stanislaus	Repeat Contractor:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Union(s):	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Communications Workers of America Local 9400		
Number of Employees in:	CA: 1,200	U.S.: 14,557	Worldwide: 16,200
<u>Turnover Rate:</u>	15%		
<u>Managers/Supervisors:</u> (% of total trainees)	N/A		

FUNDING DETAIL

Program Costs	-	(Substantial Contribution)	(High Earner Reduction)	=	Total ETP Funding
\$169,560		\$0	\$0		\$169,560

In-Kind Contribution:	100% of Total ETP Funding Required	\$375,405
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TRAINING PLAN TABLE

Job No.	Job Description	Type of Training	Estimated No. of Trainees	Range of Hours		Average Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	Retrainee SET	Business Skills, Commercial Skills	417	8-200	0-50	\$360	\$28.37
				Weighted Avg: 24			
2	Retrainee SET HUA	Business Skills, Commercial Skills	54	8-200	0-50	\$360	\$16.56
				Weighted Avg: 24			

Minimum Wage by County: Job Number 1: \$28.37 per hour Statewide Average Hourly Wage.
Job Number 2 (SET HUA): \$15.60 per hour for Fresno, Kern, and Stanislaus counties.

Health Benefits: Yes No This is employer share of cost for healthcare premiums – medical, dental, vision.

Used to meet the Post-Retention Wage?: Yes No Maybe

Up to \$5.15 per hour may be used to meet the Post-Retention Wage for Job Number 1 only.

Wage Range by Occupation

Occupation Titles	Wage Range	Estimated # of Trainees
Job Number 1		
Administrative Staff		21
Administrator - IT		1
Engineer - IT		1
Installer		270
Specialist – IT		1
Technician		123
Job Number 2 (HUA)		
Installer		31
Administrative Staff		6
Technician		16
Material Handler		1

INTRODUCTION

Founded in 1874, ADT LLC (ADT) (www.adt.com) is a nationwide leader in security and alarm systems. ADT serves more than six million residential and small business customers through an integrated customer service model that includes sales, installation, service, and monitoring. The Company's products and services include burglary and smoke/fire monitoring, carbon monoxide detection, video surveillance, and medical alert systems. This will be ADT's second ETP Agreement; however, it is the first within the past five years.

ADT is headquartered in Boca Raton, Florida and has more than 200 branch locations across the United States and Canada. For this proposal, the Company plans to train employees at multiple California locations including Anaheim, Bakersfield, Brisbane, Chatsworth, Concord, Fremont, Fresno, Goleta, Modesto, Riverside, Sacramento, San Diego, and Torrance.

PROJECT DETAILS

The capabilities of security systems are constantly changing due to technological advancements and the need to stay ahead of criminals determined to circumvent industry innovations.

In 2010, the Company introduced ADT Pulse, which allows customers to remotely monitor and manage their home and business environments by adding automation capabilities to their monitored security systems. In 2014, ADT introduced the industry's first voice authentication and control application for ADT Pulse. The Company expanded the capabilities of Pulse even further in 2015 by integrating new Internet of Things (IoT) services. Pulse automation combined with IoT technology enables customers to remotely arm/disarm their system, as well as adjust lighting and temperature controls to conserve energy.

Training Plan

Training will take place onsite as delivered by in-house subject matter experts and outside vendors to be identified during the contract term. The majority of training will be Class/Lab, but there will also be some Computer-Based Training (CBT). CBT training will consist of product-related modules to reinforce Class/Lab training.

Business Skills (45%) – Training will be offered to all occupations. Training will focus on communication skills, product knowledge, and sales techniques. This training will ensure that employees at all locations develop the skills to manage assignments efficiently and deliver knowledgeable product presentations and service recommendations.

Commercial Skills (55%) – Training will be offered to Installers, Technicians, and Material Handlers. Workers will receive training on company-specific products and features related to system installation, access control, networking, and troubleshooting.

SET/HUA

Under SET, the participating employer is not required to demonstrate out-of-state competition. To qualify for SET, trainees must be earning at least the statewide average hourly wage at the end of the retention period.

The 54 trainees in Job Number 2 work in Fresno, Kern and Stanislaus Counties, High Unemployment Areas (HUA) with unemployment exceeding the state average by at least 25%. These trainees qualify for the ETP minimum wage, rather than the statewide average hourly wage. The Panel may modify the ETP Minimum Wage by up to 25% if post-retention wages exceed the start-of-training wages. However, ADT is not requesting a wage modification.

Electronic Recordkeeping

ETP staff has approved the use of a Learning Management System for recordkeeping.

Union Support Letter

The Communications Workers of America Local 9400 has provided a letter of support for the training of its union members at all participating facilities.

Commitment to Training

ETP funds will not displace the Company's existing financial commitment to training. ADT spends approximately \$600,000 annually on training for various California facilities. Ongoing company-funded training consists of new-hire orientation, anti-harassment, ethics, and basic computer skills. Safety training is, and will continue to be, provided in accordance with all pertinent requirements under state and federal law.

➤ Training Infrastructure

ADT has lead personnel in place to centralize and manage the scheduling, tracking, and reporting of all ETP-funded training. The Company has also retained an outside administrative consultant to ensure that training administration meets ETP requirements.

RECOMMENDATION

Staff recommends approval of this proposal.

DEVELOPMENT SERVICES

ADP in San Dimas assisted with development for a flat fee of \$10,000.

ADMINISTRATIVE SERVICES

ADP will also perform administrative services for a fee not to exceed 13% of payment earned.

TRAINING VENDORS

To Be Determined

Exhibit B: Menu Curriculum

Class/Lab Hours

8 - 200

Trainees may receive any of the following:

BUSINESS SKILLS

- Residential High Volume Selling
- Residential High Volume Product
- Residential High Volume Prospecting
- Residential Resale Selling
- Residential Resale Product
- Residential Resale Prospecting
- Custom Home Services Prospecting
- Dealer Operations Product Training
- Dealer Operations Prospecting Training
- Business Writing
- Setting Priorities
- Financial Acumen – How ADT Makes Money
- Communicating Effectively
- Engage & Motivate
- Behavior Based Coaching
- Having Difficult Conversations
- QuickStart – Selling to the ADT Custom Home Market

COMMERCIAL SKILLS

- Field Technician Pulse Training
- Field Technician Panel Training
- Field Technician Video Training
- Field Technician Access Control Training
- Field Technician Troubleshooting Training

CBT Hours

0 - 50

BUSINESS SKILLS

- 50&4 Fundamentals Program (0.5 hour)
- AARP ADT Business Sales Rep Certification (1 hour)
- Building Customer Relationships – Sales (1 hour)
- Completing the Residential Services Contract for Sales (1 hour)

COMMERCIAL SKILLS

- 4000B Control Panel Training 2016 (8 hours)
- Access Control Advanced Module Four: Final Skill Check (0.5 hour)
- Access Control Advanced Module Four: Power and Transmission (0.5 hour)
- Safety Code, Locking and Door Hardware (1 hour)
- Access Control Basics for ADT Non Technicians (2 hours)
- Activate Existing Systems (1 hour)
- ADT Brivo Certification (1 hour)
- ADT Brivo Refresher Course (1 hour)

- ADT Certified Trainer (1 hour)
- ADT Nest Thermostats Installation (1 hour)
- ADT Nest Thermostats Overview (1 hour)
- ADT Pulse Select (1 hour)
- ADT Pulse Training 2016 (16 hours)
- ADT Total Security for Small Business (1 hour)
- Basic Electricity and Troubleshooting (1 hour)
- Basic Networking for Technicians (1 hour)
- Hazardous Materials Training (0.5 hour)

Note: Reimbursement for retraining is capped at 200 total training hours per trainee, regardless of the method of delivery. CBT is capped at 50% of total training hours per trainee.



Communications Workers of America Local 9400

AFL-CIO, CLC

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William L. Demers
President

June 16, 2016

Application Review Unit
Employment Training Panel
1100 J Street, 4th Floor
Sacramento, CA 95814

Re: Training

To Whom It May Concern:

On behalf of the employees of ADT Security Services represented by Communications Workers of America Local 9400, I am writing this letter in support of additional training through the ETP program.

We recognize the importance of training and the impact that will have to improve the skills of our workers.

Respectfully,

William Demers
President
CWA Local 9400