



**Training Proposal for:
Bakman Water Company**

Small Business \leq \$50,000

ET15-0158

Panel Meeting of: June 27, 2014

ETP Regional Office: Sacramento

Analyst: L. Lai

CONTRACTOR

- Type of Industry: Services
- Priority Industry: Yes No
- Number of Full-Time Employees
 - California: 12
 - Worldwide: 12
 - Number to be trained: 11
- Owner Yes No
- Out-of-State Competition: No OSC
- Special Employment Training (SET): Yes No
- High Unemployment Area (HUA): Yes No
- Turnover Rate: 1%
- Repeat Contractor: Yes No

FUNDING

- Requested Amount: \$7,986
- In-Kind Contribution: \$15,000

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 HUA SB <100	Business Skills, Continuous, Improvement, Commercial Skills, Computer Skills	11	8 - 60	0	\$726	\$11.65
				Weighted Avg: 33			

- Reimbursement Rate: Job #1: \$22 SB Non-Priority
- County(ies): Fresno
- Occupations to be Trained: Administrative Staff, Service Technician, Frontline Manager
- Union Representation: Yes
 No
- Health Benefits: Job #1: \$1.65 per hour

SUBCONTRACTORS

- Development Services: Strategic Business Solutions, LLC (SBS) of Visalia assisted with development for a flat fee of \$500.
- Administrative Services: SBS will also provide administrative services for a fee not to exceed 13% of funds earned.
- Training Vendors: To Be Determined

OVERVIEW

Founded in 1948 and located in Fresno, Bakman Water Company (Bakman Water) is a dedicated water utility service provider for residents in the Southeast Fresno region. Customer base includes residential homes, commercial properties, and agricultural irrigation within a defined water district.

The Company representative states that training of its employees is necessitated by changes at the federal, state, and local level related to water quality, well capacity, minerals, and excavation processes. To lessen intrusion on customer’s property, new water meters and handheld mobile meter reading devices will be purchased this year so water meters can be read from outside the

customer's property. Bakman Water must upgrade the level of knowledge and skillsets of its employees to better serve its customers, meet changing standards, and promote business growth.

Training Plan

Business Skills – This training will be offered to all occupation in topics such as Effective Communication and Account Development. Training is needed to build skills necessary to maintain customer relations, improve communication skills, and promote business growth.

Commercial Skills – This training will be offered to Service Technicians in topics such as excavation and trenching, water meter installation, programming, and testing. Training will equip all Service Technicians with techniques to operate equipment, install and program new water meters.

Computer Skills – This training will be offered to all occupations. Trainees will receive training in Microsoft Products to enhance the proficient use of various applications. Service Technicians will learn to use handheld mobile meter radio reading devices properly and efficiently.

Continuous Improvement - This training will be offered to all occupations. Training will equip the trainees with skills needed to establish high performance teams, work cooperatively to improve processes.

SET/HUA

Under Special Employment Training (SET), an employer is not required to demonstrate out-of-state competition. To qualify under SET, trainees must be earning at least the statewide average hourly wage at the end of the retention period.

Trainees work in a High Unemployment Area, with unemployment exceeding the state average by at least 25%. These trainees are eligible for a wage modification to the ETP Minimum Wage rather than the Statewide Average Hourly Wage. Bakman Water is requesting a wage modification to \$11.65 for three Administrative Staff and four Service Technicians.

RECOMMENDATION

Staff recommends approval of this proposal.

Exhibit B: Menu Curriculum

Class/Lab Hours

8 – 60

Trainees may receive any of the following:

Business Skills

- Effective Communication
- Customer Service
- Account Development
- Business Writing
- Business Math

Continuous Improvement

- Lean Process
- Team Building

Commercial Skills

- Excavation and Trenching Principles
- Water Meter Installation and Programming
- Water Quality Testing

Computer Skills

- Microsoft Products
- MicroFlex Handheld Meters

Note: Reimbursement for retraining is capped at 60 total hours per-trainee, regardless of method of delivery.