



**Training Proposal for:
Belshire Environmental Services, Inc.**

Small Business

ET16-0429

Approval Date: April 11, 2016

ETP Regional Office: San Diego

Analyst: K. Campion

CONTRACTOR

- Type of Industry: Services
Transportation/Logistics
Priority Industry: Yes No
- Number of Full-Time Employees
California: 85
Worldwide: 89
Number to be trained: 85
Owner Yes No
- Out-of-State Competition: Competitors Outside CA
- Special Employment Training (SET): Yes No
- High Unemployment Area (HUA): Yes No
- Turnover Rate: 11%
- Repeat Contractor: Yes No

FUNDING

- Requested Amount: \$56,100
- In-Kind Contribution: \$52,795

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 SB <100	Computer Skills, Commercial Skills, Business Skills, HAZWOPER	85	8 - 60	0	\$660	\$16.51
				Weighted Avg: 30			

- Reimbursement Rate: Job #1: \$22 SB Non-Priority

- County(ies): Orange
- Occupations to be Trained: Admin. Staff; Designated Operator; Driver, Testing Staff; Supervisor/Manager
- Union Representation: Yes
 No
- Health Benefits: Job #1: \$2.49 per hour

SUBCONTRACTORS

- Development Services: Training Funding Source (TFS) in Seal Beach assisted with development for a flat fee of \$2,900.
- Administrative Services: TFS will also provide project administrative services for an amount not to exceed 13% of payment earned.
- Training Vendors: To Be Determined.

OVERVIEW

Founded in 1991, Belshire Environmental Services, Inc. (Belshire) is a woman-owned, small business located in Foothill Ranch California. Belshire provides a full-spectrum of hazardous waste management, underground storage tank testing, and environmental compliance services to industrial, commercial and retail customers throughout California and the West.

Belshire’s sister company, Belshire Transportation Services, Inc. (Belshire Transportation), provides industrial and commercial waste transportation services. Both companies are co-owned and co-located, and each entity has less than 100 employees; the total number of employees combined is 89 worldwide. Belshire will hold liability of the ETP contract and Belshire Transportation will join as a participating employer for this agreement. This will be the second Agreement between ETP and Belshire.

In its first Agreement, Belshire needed training to help workers improve customer service, reduce costs and increase operational efficiencies by improving work quality and minimizing

errors. Training was beneficial and the Company projects to earn 100% of the Agreement amount. Belshire representatives report that it has new training needs, due to industry changes and company growth.

According to Belshire, its business model is evolving. Belshire is moving towards becoming a project management company rather than just a waste hauler, which requires expansion of job duties for all staff. Additionally, the Company is expanding to include “above-ground” storage tanks, and must now train more employees to use heavy equipment, and perform job costing/estimating. All of these changes are driven by customer demands, and the Company must respond quickly.

This new training initiative is designed to reach a strategic goal of improving workers’ job skills so that they are capable of handling a broader scope of work in the field, and in the boiler rooms, using new and different equipment. There will be no duplication of training for the same trainees.

Training Plan

The majority of the training will be delivered via class/lab by in-house instructors, but training vendors may be used in the future. To ensure that training is provided consistently to Designated Operators and Testing Staff who work in the field, Belshire projects that a small percentage of training may be delivered via “virtual classroom” e-learning. Training will be managed by the Company’s controller; project administration will be provided by the consultant.

Computer Skills – This training will be provided to Designated Operators, Administrative and Supervisor/Manager occupations in order to create efficiencies in the transfer of data between employees and with customers. Employees will be trained to effectively estimate and invoice customers using the Company’s proprietary software. Administrative Staff will be trained in the Company’s new Odyssey 2 software system. Trainees will learn how to navigate the new software which is projected to improve operational efficiencies and reduce errors.

Commercial Skills – This training will be provided to all occupations. Some trainees will be trained in Equipment Operation, Maintenance, & Troubleshooting; Site Inspection Procedures, Vapor Recovery and Sampling Procedures. Through this technical training, Designated Operators and Testing Staff will learn to problem solve to meet customer needs, and improve jobs skills in new storage tank areas. Improvements in standard operating procedures will minimize unnecessary return trips to customers’ sites which will lead to a reduction in costs and an increase in customer satisfaction.

Business Skills – This training will be provided to Designated Operators, Drivers, Admin. Staff, and Supervisor/Manager occupations. Trainees will learn to negotiate, quote, estimate, communicate and obtain new clients and retain existing clients. Trainees will also learn Project Management Skills. Admin. Staff will be trained to accurately collect and analyze data received from the field and the field employees will be trained to accurately communicate and troubleshoot situations that arise on site. The expected outcome of Business Skills training is a work force that is able to address customer needs at a professional level.

Hazardous Waste Operations and Emergency Response Standard (HAZWOPER) – This training will be provided to Designated Operators, Drivers, Testing Staff and Supervisor/Managers. This training is a series of courses specifically designed for workers who handle hazardous substances as first-responders, or clean-up as needed at a hazard disposal or emergency site. It consists of 40 hours of classroom training for workers stationed at the hazard site; and 24 hours for workers who visit the site (e.g., engineers). Field training is also required, although not funded by ETP. Completion of the training results in a certificate that expands employment opportunities. Each certification requires an 8-hour annual refresher

course. This coursework must be approved by Cal-OSHA, and the instructors must be certified by Cal-OSHA. Belshire represents that trainees will not receive 40 hours unless they work full time onsite at the clean-up location.

Request for 2-year Contract term

Given the estimated roll-out of training, Belshire projects that the standard 9-month training window might not be sufficient to ensure all training is completed. Therefore, the Company requests a 2-year term.

RECOMMENDATION

Staff recommends approval of this proposal.

ACTIVE PROJECTS

The following table summarizes performance by Belshire under an active ETP Agreement:

Agreement No.	Approved Amount	Term	No. Trainees Enrolled	No. Completed Training	No. Retained
ET15-0121	\$45,188	7/07/14 – 7/06/16	87	58	58

The closeout invoice has been submitted on this project. Contractor has earned or has "placements in review" totaling in excess of the Agreement amount. The hours of training delivered and other data entries support 100% earnings.

Exhibit B: Menu Curriculum**Class/Lab & E-learning Hours**

8 – 60

Trainees may receive any of the following:

COMPUTER SKILLS

- ✦ MS Office, Dynamics
- ✦ Nitro PDF
- ✦ Odyssey 2 (In house Proprietary software)
- ✦ Petrotools
- ✦ Trax

COMMERCIAL SKILLS

- ✦ Alarm history
- ✦ Electronic logs
- ✦ Emergency plans
- ✦ Equipment Operation, Maintenance & Troubleshooting
- ✦ Fuel Storage equipment
- ✦ Inventory Control & Materials
- ✦ Maintenance troubleshooting
- ✦ Planning Skills
- ✦ Profiling for disposal
- ✦ Sampling Skills
- ✦ Shipping & Receiving Skills
- ✦ Site Inspection procedures
- ✦ Standard Operating procedures
- ✦ Vapor recovery
- ✦ Yellow Iron – Operation and Maintenance

BUSINESS SKILLS

- ✦ Accounting (A/P and A/R)
- ✦ Communication Skills
- ✦ Customer Service
- ✦ Job Costing & Estimating Skills
- ✦ Proposal writing
- ✦ Product Knowledge
- ✦ Project Management Skills
- ✦ Quoting Skills
- ✦ Team Building
- ✦ Time Management
- ✦ Writing Skills (emails, quotes, letters)
- ✦ Work Procedures

HAZWOPER (Requires Certified Instructor)

- ✦ Hazardous Waste disposal

Safety Training cannot exceed 10% of total training hours per-trainee, with the exception of HAZWOPER training.

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