



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

Small Business \leq \$50,000

ET15-0121

Panel Meeting of: June 27, 2014

ETP Regional Office: San Diego

Analyst: K. Campion

CONTRACTOR

- Type of Industry: Construction
Services
Priority Industry: Yes No
- Number of Full-Time Employees
California: 81
Worldwide: 84
Number to be trained: 79
Owner Yes No
- Out-of-State Competition: Customers Outside CA
- Special Employment Training (SET): Yes No
- High Unemployment Area (HUA): Yes No
- Turnover Rate: 9%
- Repeat Contractor: Yes No

FUNDING

- Requested Amount: \$45,188
- In-Kind Contribution: \$41,484

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 Priority Rate SB <100	Business Skills, Commercial Skills, Computer Skills, Continuous Impr., Hazardous Materials	79	8 - 60	0	\$572	\$15.98
				Weighted Avg: 22			

- Reimbursement Rate: \$26 SB Priority
- County(ies): Orange
- Occupations to be Trained: Admin. Staff; Designated Operator; Driver; Testing Staff; Supervisor/Manager
- Union Representation: Yes
 No
- Health Benefits: \$2.02 per hour

SUBCONTRACTORS

- Development Services: Training Funding Source (TFS) in Seal Beach assisted with development for a flat fee of \$2,500.
- 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

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

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. Belshire will hold the ETP contract for training its own employees and those of its affiliate Belshire Transportation.

The Designated Operators and Testing Staff perform on-site, certified inspections and testing, such as leak detector testing, vapor recovery testing, monitoring system certifications, secondary containment testing, customized compliance audits and inspection of hazardous waste storage for customers such as gasoline stations, major petroleum companies, and other industries that have underground storage containers.

Belshire reports that, in the past, its customer base was primarily acquired by word-of-mouth referrals from existing clients within the petroleum industry. The petroleum industry is consolidating and some companies no longer have underground storage capabilities, therefore, Belshire's business volume is shrinking. The Company recognizes that, as its customer base is changing, so too, must it change. The Company must continue to seek new customers, and strive to maintain its current customer base by improving customer service and reducing costs. Additionally, Belshire must retrain workers to market its services to potential customers in different industries that have underground storage containers, such as grocery stores and laboratory testing companies.

Belshire reports that training for staff is essential in reaching its new goals. Thus, the Company needs training funds to help employees obtain new customers, increase operational efficiencies, improve work quality and minimize errors. Training is essential in building employees' confidence and professionalism to increase the effectiveness of workers' performance.

Training Plan

ETP-funded training will assist in continued personal and professional growth of employees and increased financial growth of the Company. The majority of training will be delivered via class/lab. 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 E-learning, using a real-time interactive instructor within the class/lab trainer-to-trainee ratio. This training project will be managed by the Company's Controller and the project administration will be provided by a subcontractor.

Business Skills (20%) – Training will be provided to Designated Operators, Testing Staff, Administrative Staff and Supervisor/Managers. Trainees will learn how to negotiate, quote, estimate, and communicate better to obtain new clients and retain existing clients. Training will assist develop a work force that is able to address customers needs at a professional level.

Commercial Skills (30%) – Training will be provided to all occupations. Designated Operators and Testing staff will be trained to accurately communicate and troubleshoot situations that arise on-site. Administrative Staff will be trained to accurately collect and analyze data received from the field to streamline standard operating procedures, improve data collection, and increase workers' abilities to troubleshoot problems. 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.

Computer Skills (15%) – Training will be provided to Designated Operators, Administrative Staff and Supervisor/Managers. Trainees will learn how to create efficiencies in data transfer between employees and customers, and how to effectively estimate, invoice using Belshire's software.

Continuous Improvement (15%) – Training will be provided to Designated Operators, Drivers, Administrative Staff and Supervisor/Managers to increase efficiencies and eliminate waste. Training will allow workers to meet customer requirements in an expeditious and efficient manner.

Hazardous Materials (20%) – Training will be provided to Testing Staff, Designated Operators, Drivers and Supervisor/Managers in Hazardous Materials Handling and varying Hazwoper training modules. Hazardous Waste Operations training will provide field employees with increased job knowledge for improved job performance.

RECOMMENDATION

Staff recommends approval of this proposal.

Exhibit B: Menu Curriculum**Class/Lab and
E-Learning Hours**

8 – 60

Trainees may receive any of the following:

BUSINESS SKILLS

- + Business Development
- + Communication Skills
- + Customer Service
- + Financial Management
- + Leadership Skills
- + Proposal Writing Techniques
- + Product Knowledge
- + Project Management
- + Time Management
- + Writing Skills (emails, quotes, letters)

COMMERCIAL SKILLS

- + Analyzing Data
- + Data Collection
- + Document Control Procedures: Petrotools
- + Driver Logs
- + Driver Inspection Reports
- + Environmental Sampling Techniques
- + Equipment Operation, Maintenance & Troubleshooting
- + Inventory Control & Materials Training
- + Maintenance troubleshooting
- + Planning Skills
- + Reporting Skills
- + Shipping & Receiving Skills
- + Site Inspection procedures
- + Standard Operating Procedures
- + Underground Storage Tank Procedures

COMPUTER SKILLS

- + Adobe
- + Accounting Skills: Great Plains
- + Database Management (Odyssey)
- + Microsoft Office

CONTINUOUS IMPROVEMENT

- + Eliminating Waste
- + Goal Setting
- + Improving Workflow
- + Problem Solving
- + Process and Quality Improvement
- + Root Cause Analysis
- + Teambuilding Skills

HAZARDOUS MATERIALS

- ✚ Hazwoper Training Skills
- ✚ Hazwoper Refresher Annual Certification
- ✚ Hazardous Materials Handling
- ✚ Hazmat HM 126/181
- ✚ HM-232
- ✚ Material Safety Data Sheets

Safety Training will be limited to 10% of total training hours per-trainee, with the exception of Hazardous Materials training.

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