



**Training Proposal for:
Diversified Communications Services, Inc.**

Small Business

ET16-0243

Approval Date: October 23, 2015

ETP Regional Office: San Diego

Analyst: S. Godin

CONTRACTOR

- Type of Industry:
 - Communication
 - Construction
 - Priority Industry: Yes No

- Number of Full-Time Employees
 - California: 75
 - Worldwide: 75
 - Number to be trained: 64
 - Owner Yes No

- Out-of-State Competition: Competitors Outside CA
- Special Employment Training (SET): Yes No
- High Unemployment Area (HUA): Yes No
- Turnover Rate: 8%
- Repeat Contractor: Yes No

FUNDING

- Requested Amount: \$49,920
- In-Kind Contribution: \$30,000

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 SB <100 Priority Rate	Business Skills Commercial Skills Continuous Improvement HazMat OSHA 10/30	64	8-60	0	\$780	\$16.02
				Weighted Avg: 30			

- Reimbursement Rate: Job #1: \$26 SB Priority
- County(ies): Orange
- Occupations to be Trained: Field Technician, Electrician, Lead Worker, Project Manager, Owner(s)
- Union Representation: Yes
 No
- Health Benefits: Job #1: \$2.00 per hour

SUBCONTRACTORS

- Development Services: Training Refund Group (TRG) in Anaheim assisted in application development at no cost
- Administrative Services: TRG in Anaheim will provide administrative services for an amount not to exceed 13% of ETP funds earned.
- Training Vendors: To Be Determined

OVERVIEW

Formed in 1987, Diversified Communications Services, Inc. (DCS) is a full-service Radio Frequency (RF) contractor. Located in Brea, this small business provides a variety of innovative solutions to the telecommunication and broadband industries for customers located inside and outside of California. Its services include construction, installation, repair, and maintenance services for various tower applications including rooftops, microwave, PCS, and cellular towers. DCS also builds concealment structures for new or existing towers and antenna systems for AM/FM radio, television, broadcast antenna and transmission lines, and microwave installations.

DCS recently completed training on its first ETP project (ET14-0346) in which 64 trainees received Commercial Skills training related to the construction, system design, installation and troubleshooting of cellular equipment and tower systems. Employees are now better equipped to identify and meet customer expectations within a shorter period of time.

Completion of the first agreement has laid the foundation from which DCS plans to create a culture of continuous learning. While the first project focused solely on technical skills; the proposed training will emphasize Continuous Improvement and Business Skills needed to work leaner and more efficiently in teams.

Employees are generally deployed in work crews of 3-4 workers for specific construction/repair projects located in remote areas 100 or more miles from the DCS office. Most jobs are built from scratch, requiring that each team member be cross trained. Training in topics such as project management, building high performance teams, lean concepts, conflict resolution and communication will ensure that each team is able to function independently and self-sufficiently.

Network/Cellular technology constantly changes. As such, DCS employees' technical skills must be updated as needed to maintain required industry certifications.

Training Plan

Training will provide skills needed to construct communication and transmission equipment and tower enclosures; operate heavy equipment; and understand and apply safety standards specific to the telecommunication industry. Continued ETP funding will improve efficiencies and production levels and help the Company remain competitive.

Commercial Skills training topics will build upon skill sets delivered in the first Agreement. No trainee will receive duplicate training.

Business Skills – Training will be provided to all occupations in communication skills, product knowledge, customer service, project management, finance/accounting, and conflict resolution. These skill sets will give employees the acumen to effectively implement solutions to increase customer satisfaction.

Commercial Skills – Training will be offered to Field Technicians, Electricians, Lead Workers and Project Managers to improve technical proficiency. Technicians must be able to install communication and transmission equipment and operate an array of heavy equipment and machinery associated with the installation of cell phone towers. Electricians will receive training in the use of specialized connectors and grounding procedures for each piece of equipment. All crew members will be trained in the troubleshooting, repair and maintenance of equipment/machinery used by the DCS.

Continuous Improvement – All occupations will receive skill sets in a variety of continuous improvement topics. Employees will be introduced to Lean Concepts to improve processes, efficiencies, and reduce waste. Training in topics such as 5/6S, Problem Solving, Team Building and Process Improvement will standardize processes and promote enhanced interactions with both internal and external customers.

Hazardous Materials Handling - Field Technicians, Electricians, Lead Workers, and Project Managers working with hazardous materials will receive skills training in hazardous waste/spill operations, emergency response, and the completion of material safety data sheets.

Certified Safety Training

OSHA 10/30. This training is a series of courses “bundled” by industry sector and occupation. It consists of 10 hours of classroom or CBT training for journey-level workers and 30 hours for frontline supervisors. The coursework is geared to construction work, and also manufacturing. Completion of the training results in a certificate that expands employment opportunities. The

coursework must be approved by Cal-OSHA, and the instructors must be certified by Cal-OSHA.

RECOMMENDATION

Staff recommends approval of this proposal.

ACTIVE PROJECTS

The following table summarizes performance by DCS, Inc. under an active ETP Agreement:

Agreement No.	Approved Amount	Term	No. Trainees (Estimated)	No. Completed Training	No. Retained
ET14-0346	\$49,686	5/05/14 – 10/04/15	82	64	64

*Based on ETP Systems, 1,911 reimbursable hours have been tracked for potential earnings of \$49,686 (100% of approved amount). DCS reports 64 trainees have completed retention of which 64 have been submitted for Final payment. The final payment and closeout invoice was submitted on 9/29/15; however, has not yet been processed. The Contractor projects final earnings of 100% based on eligible training hours detailed in the ETP tracking system through 6/03/15.

Exhibit B: Menu Curriculum

Class/Lab Hours

8-60

Trainees may receive any of the following:

BUSINESS SKILLS

Project Management
Product Knowledge
Time Management
Communication Skills
Conflict Resolution/Negotiation Skills
Customer Relation Skills
Presentation Skills
Finance/Accounting/Budgeting Skills

COMMERCIAL SKILLS

Completing Close-Out Documentation
Confined Space Skills

- Required Safety Equipment
- Determining Space Requirement Procedures
- Unsafe Practices

Electrical

- Grounding
- Ground Kits
- Arc Flash
- Cabinet Wiring
- Electrical 101
- Cadwelding
- Proper Use of Connectors

Equipment Operation

- Rigging
- Scaffolding
- Capstan Hoist
- Cranes
- Aerial Lift

Fiber Testing

- Determining Fiber and Connector Types
- Cleaning Fiber Connections
- Fusion Splicing for Fiber
- Proper Installation techniques

Lock-Out /Tag-Out (LOTO)

Passive Intermodulation Testing (PIM)

Radio Frequency (RF)

- RF Exposure Boundaries
- RF Exposure Warning Signs
- RF Monitors
- Different RF Warning Signage

Received Signal Strength Indicators (RSSI)

- Antennas
- RF Equipment
- Coax and Connectors
- Coax Cable Sweep Testing
- Anritsu Test Equipment
- Sweepstest
- Passive Intermodulation (PIM) Testing
- Logging In and Programming Equipment

Remote Electronic Tilt (RET)

- RET Cables
- RET Actuators
- Antennas
- RET Controllers & Programming
- Component Troubleshooting

Tower Climbing

- Site inspection
- Hazard analysis
- Knot tying
- Rig tower with capstan wench and hoist mount
- Controlled descent
- Fallen climber rescue

CONTINUOUS IMPROVEMENT

Quality Concepts

Process Improvement

Problem Solving/Decision Making Skills

Standard Operating Procedures

Building High Performance Teams

Leadership Skills

Lean Concepts

5S/6S

HAZARDOUS MATERIALS

Chemical Hydrogen Sulfide

- Description

- Symptoms of Exposure
- Exposure Control and Protective Equipment
- Hydrogen Sulfide Personal Detectors
- Emergency Response Procedures
- Post Hydrogen Sulfide Alarm Reentry Procedures
- Material Safety Data Sheets

OSHA 10/30 (Certified OSHA Instructor)

- OSHA 10 (requires 10 hours completion)
- OSHA 30 (requires 30 hours completion)

Safety Training will be limited to 10% of total training hours per-trainee

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