



**Panel Amendment #1 Proposal for:  
 Moreno Valley Collision, Inc. dba Fix Auto Moreno Valley  
 Agreement Number: ET15-0380**

**Amendment Effective Date:** August 27, 2015

**Approval Date:** October 6, 2015

**ETP Regional Office:** San Diego

**Analyst:** S. Godin

**CURRENT PROJECT PROFILE**

Contract Type:	SET/HUA - Retrainee Job Creation	Industry Sector(s):	Services
Counties Served:	Riverside	Repeat Contractor:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Union(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Priority Industry:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Current Contract Term:	January 12, 2015 to January 11, 2017	Substantial Contribution:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

**CURRENT FUNDING**

Current Funding
\$16,896

**AMENDMENT FUNDING**

Requested Funding	Total Funding
\$23,760	\$40,656

**AMENDMENT TRAINING PLAN TABLE**

Job No.	Job Description (By Contract Type)	Type of Training	Estimated No. of Trainees	Range of Hours		Average Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	SET/HUA Retrainee	Business Skills, Commercial Skills, Computer Skills, Cont. Imp., HazMat, PL-Comm Skills	15	8-120	0	\$2,200	\$14.90
				Weighted Avg: 100			
2	SET Job Creation	Business Skills, Commercial Skills, Computer Skills, Cont. Imp., HazMat, PL Comm Skills	3	8-120	0	\$2,552	\$11.17
				Weighted Avg: 116			

**Minimum Wage by County:** SET Statewide Average is \$27.40 per hour; however, this project is located in Moreno Valley, a designated HUA area. Therefore, Job Number 1 trainees qualified for the Riverside County ETP minimum wage of \$14.90 and Job Number 2 Job Creation trainees qualified for the Riverside County HUA New Hire wage of \$11.17 per hour.

**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

Job # 1: up to \$2.22 per hour; and Job # 2: up to \$1.17 per hour may be used to meet the post-retention wage.

Wage Range by Occupation (Job Number 1)	
Occupation Title	Wage Range
Administrative Support Staff	\$12.68 - \$16.00
Estimator	\$18.00 - \$21.00
Technician	\$22.00 - \$25.00
Parts/Production Staff	\$12.68 - \$16.00
Detailer/Painter	\$14.00 - \$30.00
Manager	\$35.00 - \$51.00

Wage Range by Occupation (Job Number 2)	
Occupation Title	Wage Range
Administrative Support Staff	
Estimator	
Technician	
Parts/Production Staff	
Detailer/Painter	
Manager	

## **INTRODUCTION**

Moreno Valley Collision, Inc. dba Fix Auto Moreno Valley (MVC) was originally formed in 2005 ([www.fixautomorenvalley.com](http://www.fixautomorenvalley.com)). This small business joined the Fix Auto Group as an independently owned franchise in 2012. The Company specializes in automotive collision and repair and sales of associated parts and accessories. MVC currently employs 22 full time workers.

## **AMENDMENT DETAILS**

The Contractor states that once training commenced, it was discovered that the skills and knowledge gaps for its workers were far greater than what had been determined during project development.

In this Amendment, the Company requests additional funding for the existing 18 trainees to continue to provide its workers with necessary training to keep pace with the changes driven by the auto repair industry. The Company has already tracked eligible training hours equal to 90% (\$15,246) of the total Agreement amount (\$16,896). There are still 12 months left to train of the 21 month training period within the 24 month Agreement term. The majority of the training hours delivered thus far have been in Commercial and Continuous Improvement Skills. The Company has not delivered any Business Skills, Computer Skills, Hazardous Materials training, Advanced Vehicle Systems and aluminum and advanced metal repair topics.

The Amendment effective date is 8/27/15, the date the revision request was submitted. As such, training for the additional funding is not expected to begin until after 8/27/15. This Amendment is for additional Phase I funding (increased weighted average training hours) for the existing planned trainees. The total amount of the Agreement will remain within the small business Agreement funding cap.

By this amendment:

- The Agreement amount will increase by \$23,760, from \$16,896 to \$40,656;
- The maximum range of hours will increase from 60 to 120 for Job 1 & 2;
- The weighted average hours in Job 1 will increase by 60, from 40 to 100; and Job Number 2 will increase by 60, from 56 to 116; and
- The average cost per Job Number 1 trainee will increase by \$1,320, from \$880 to \$2,200; and
- The average cost per Job Number 2 trainee will increase by \$1,320, from \$1,232 to \$2,552.

## **RECOMMENDATION**

Staff recommends approval of this Amendment.

## **CURRENT CONTRACT PERFORMANCE**

The following table summarizes performance by MVC under the current ETP Agreement:

Agreement No.	Approved Amount	Term	No. Trainees Enrolled	No. Completed Training	No. Retained
ET15-0380	\$16,896	1/12/2015– 1/11/2017	23	0	0

To date, 693 eligible training hours have been tracked which equates to 90% of the current Agreement amount.

## **Exhibit B: Menu Curriculum**

### **Class/Lab Hours** **8-120**

Trainees may receive any of the following:

#### **BUSINESS SKILLS**

- Customer Care Skills:
  - Customer Retention
  - Customer Engagement
  - Customer Relationship Building
- Advanced Sales & Marketing Skills:
  - Suspecting, Prospecting & Closing
  - Sales Account Management
  - Advanced Closing Techniques
  - Sales Procedures & Strategies
- Negotiation Skills
- Conflict Resolution
- Communication Skills
- Presentation Skills

#### **COMMERCIAL SKILLS**

- I-CAR Collision Repair Certification Skills
- Refinishing Skills:
  - Trim & Hardware
  - Surface Preparation
  - Vehicle Priming/Sealing
  - Paint Spray Guns Maintenance & Set-Up
  - Corrosion Protection Process
  - Sand, Buff & Detail
  - Color Theory & Tints
  - Blending Techniques
  - New Technologies
- Structural Repair:
  - Unibody Alignment
  - Three Dimensional Measuring
  - Repair & Replacement of Outer Body Panels
  - High Strength Steels
  - Aluminum Repair Processes
  - MIG Welding Skills
  - Straightening Structural Damage
  - Glass Replacement
  - Pillars, Rocker Panels, Rails, Front Structures & Floor Pan Replacement
  - Heating Cooling and AC Systems
  - Steering & Suspension Systems
  - Advanced & Hybrid Vehicle Systems
  - Composite Materials & Bonding Techniques
- Non-Structural Vehicle Repair Skills:
  - Remove & Install Trim & Hardware
  - Adhesive Bonding
  - Diagnose Wind Noise & Water Leaks

- Aluminum Cosmetic Damage
- Spot Welding
- Composite Repair
- Estimating Skills:
  - Steering & Suspension System Damage Analysis
  - Damage on Non-Drivable Vehicles
  - Flood & Fire Damage Analysis
  - Damage on Non-Drivable Vehicles
  - Electrical/Mechanical Systems
  - Stationary Glass
  - Advanced Materials
  - Advanced Vehicle Systems
  - Hail, Theft & Vandalism Damage
- Vehicle Operation, Maintenance & Troubleshooting
- Alternative Fuel & Hybrid Vehicle Repair Diagnostics
- Service Procedures & Scheduling
- Product Knowledge
- OEM Knowledge/Skills

### **COMPUTER SKILLS**

- Summit Software:
  - Job Costing
  - Production Flow
  - Production Planning - ETA Times & Dates
  - Internal & External Customer Communication
- Mitchell & Mitchell Repair Center Software
- Nugen IT
- Audatex Software
- CCC Info Systems Software
- Alldata Software
- Microsoft Office Suite

### **CONTINUOUS IMPROVEMENT**

- Teambuilding
- Root Cause Analysis
- Kaizen Event Strategy & Implementation
- Lean Concepts
- Standard Operating Procedures
- Leadership Skills for Frontline Workers
- Process/Quality Improvement
- Problem Solving/Decision Making Skills
- Inventory Control

### **HAZARDOUS MATERIALS**

- Completing Material Safety Data Sheets
- Volatile Organic Compound Tracking
- Emergency Clean-Up
- Registration, Evaluation, Authorization & Restriction of Chemical Substances

**Productive Lab**

0-24

**COMMERCIAL SKILLS**

- Body Filler Methods
- Structural Resistance Spot Welding
- MIG Brazing Techniques
- Color Tinting
- Spraying/Blending Techniques
- Measuring Vehicle Structures
- Alignment Process for Unitized Vehicles
- Estimating Collision Repairs
- Estimating System Software Skills
- Estimating Skills for DRP Processes

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

Note: Reimbursement for retraining is capped at **120** total hours per-trainee, regardless of method of delivery.