



## RETRAINEE - JOB CREATION

**Training Proposal for:**

**Multi Cable Link**

**Agreement Number: ET17-0107**

**Panel Meeting of:** June 24, 2016

**ETP Regional Office:** North Hollywood

**Analyst:** J. Romero

### PROJECT PROFILE

Contract Attributes:	Priority Rate Retrainee Job Creation Initiative	Industry Sector(s):	Communication Services  Priority Industry: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Counties Served:	Los Angeles, Orange, San Diego, San Bernardino, Riverside	Repeat Contractor:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Union(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Number of Employees in:	CA: 150	U.S.: 150	Worldwide: 150
<u>Turnover Rate:</u>	2%		
<u>Managers/Supervisors:</u> (% of total trainees)	5%		

### FUNDING DETAIL

<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">Program Costs</td></tr> <tr><td style="text-align: center;">\$111,820</td></tr> </table>	Program Costs	\$111,820	-	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">(Substantial Contribution)</td></tr> <tr><td style="text-align: center;">\$0</td></tr> </table>	(Substantial Contribution)	\$0	=	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">(High Earner Reduction)</td></tr> <tr><td style="text-align: center;">\$0</td></tr> </table>	(High Earner Reduction)	\$0	=	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;"><b>Total ETP Funding</b></td></tr> <tr><td style="text-align: center;">\$111,820</td></tr> </table>	<b>Total ETP Funding</b>	\$111,820
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<b>In-Kind Contribution:</b>	100% of Total ETP Funding Required	\$132,158
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**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	Business Skills, Commercial Skills, Computer Skills, Continuous Improvement, OSHA 10/30	82	8-200	0	\$720	*\$15.60
				Weighted Avg: 40			
2	Job Creation Initiative Priority Rate	Business Skills, Commercial Skills, Computer Skills, Continuous Improvement, OSHA 10/30	29	8-200	0	\$1,820	*\$12.77
				Weighted Avg: 91			

\* It will be made a condition of contract that the trainees in this Job Number will never be paid less than the State or local minimum wage rate as in effect at the end of retention (Final Payment) regardless of the wage expressed in this table. The highest minimum wage rate will prevail.

**Minimum Wage by County:** Job 1: \$16.48 per hour (Los Angeles); \$16.51 per hour (Orange) \$16.46 per hour (San Diego) and \$15.60 per hour (San Bernardino and Riverside) counties;

Job 2: \$13.73 per hour (Los Angeles); \$13.76 (Orange); \$13.72 (San Diego) and \$12.77 (San Bernardino and Riverside) counties.

**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  Maybe

Up to \$0.76 per hour may be used to meet the Post-Retention Wage.

Wage Range by Occupation		
Occupation Titles	Wage Range	Estimated # of Trainees
<b>Job Number 1</b>		
Technician		57
Quality Control		5
Warehouse Worker		5
Engineering		5
Dispatch		2
Monitor		2
Manager/Supervisor		6

<b>Job Number 2</b>		
Technician		25
Dispatch		2
Warehouse Worker		2
<b>TOTAL:</b>		<b>111</b>

## **INTRODUCTION**

Multi Cable Link (Multi Cable) ([www.multicabletv.com](http://www.multicabletv.com)) is a technical installation company that provides installation services, Multiple Dwelling Wiring (MDU) upgrades and rewires, underground construction and custom wiring related to the internet, television, and telephone to residential and commercial establishments. The Company was founded in 1982 and operates in seven locations in Southern California, all of which will be participating in this training plan. The Company has over 200 highly experienced field technicians statewide and has wired over 200,000 apartments and condominium in the past 34 years.

Multi Cable's continued growth and the consistent increase in demand for their services have prompted the need to train and upgrade the skills of their employees. The need to acquire new equipment to sustain the quality and reliability of the Company has also increased the demand for training. In order for the Company to grow and meet the demands of their customers, Multi Cable needs to ensure that their workforce is highly qualified to operate both existing and newly acquired equipment effectively, while remaining flexible to perform other tasks and functions as the job orders dictate. In addition, Multi Cable needs to be prepared with adequately trained employees to meet the demands of new clients which will increase their sales over the next two years.

Training for this ETP proposal will take place at the Company's seven facilities, but the bulk of the training will be provided at the Los Angeles location. Multi Cable is a Priority Industry facing out-of-state competition. This will be their first ETP agreement.

## **PROJECT DETAILS**

The competition and customer demand in the cable industry has prompted Multi Cable to upgrade employees' skills to meet the challenge of the market. Large cable companies who contract services with Multi Cable provide a short window of time for jobs to be done timely, correctly, safely and efficiently. Multi Cable needs to make sure that technicians are well-trained and have the expertise to meet this expectation for residential and commercial business. The Company also aims to reduce and ultimately eliminate any errors, defects or hazards with properly trained and skilled workers.

Multi Cable has determined that the proposed training which includes cross-training for new hires as well as incumbent staff will improve employees' skills and provide flexibility for Multi Cable to meet job order schedules, improve the quality of service and provide a leaner response process to customers, as well as increase employee retention.

### **Commitment to Training**

Multi Cable reserves an annual budget of \$200,000 for training which includes mandatory training, employee orientation, basic safety training, sexual harassment prevention and first aid training. ETP funds will not displace the Company's existing financial commitment to training. Safety training is, and will continue to be provided in accordance with all pertinent requirements under state and federal law.

## ➤ Training Infrastructure

Multi Cable is ready to start training upon approval. Training will be provided at the Multi Cable facility in Los Angeles by a combination of in-house staff and outside vendors. Multi Cable has retained the services of Judith Training Services for administration of the ETP project.

### **Retrainee - Job Creation**

In support of job creation, the Panel offers incentives to companies that commit to hiring new employees. Training for newly-hired employees will be reimbursed at a higher rate, and trainees will be subject to a lower post-retention wage.

Multi Cable has committed to hiring 29 new employees (Job Number 2). The date-of-hire for all trainees will be within the three-month period before contract approval or within the term-of-contract. These trainees will be hired into “net new jobs” as a condition of contract.

Multi Cable’s plan to hire approximately 29 “net new jobs” under this Agreement within the next 2 years is in response to increased product demand and services, which has grown steadily since 2013 and will continue over the next several years. The Company recently acquired a large job with Google to build a system, in addition to an increased workload from Time Warner. Multi Cable is preparing to have well-trained, production ready employees that will fill new positions as they become available.

### **Training Plan**

Multi Cable conducted a company-wide needs assessment of each department. As a result, Multi Cable needs to upgrade employee skills and qualifications on various equipment use and processes. The proposed training will provide task-oriented skills and cross training on Multi Cable’s highly technical equipment.

**Business Skills (30%):** This training will be offered to all occupations. Training includes Inventory Control, Product Knowledge, Strategic Planning, Communication, Customer Service, Customer Relations, Identifying Customer Needs, Telephone Skills, Handling Customer Requests, Resolving Complaints, Billing, Sales and Product Knowledge and Decision Making. This training will provide staff with skills to reduce cycle time, increase work output and higher customer satisfaction.

**Commercial Skills (35%):** This training will be offered to technicians and warehouse workers. Training includes telecommunications, equipment loading/operation, cable placement, pole climbing and tool usage. Trainees will learn correct procedures to operate vehicles and equipment used in the technical installation process. Training will help reduce errors and result in a reduction in operating costs.

**Computer Skills (25%):** This training will be offered to Technicians in Local Area Networks and World Wide Web.

**OSHA 10/30 (10%)** – This training will be offered to Technicians, Quality Control, Warehouse Worker, Engineering, Dispatch and Monitors. OSHA 30 training will be provided to Managers/Supervisors to ensure a safe work environment.

### **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.

### **DEVELOPMENT SERVICES**

Multi Cable retained Judith's Training Services (JTS) in Los Angeles to assist with development of this proposal for a flat fee of \$9,500.

### **ADMINISTRATIVE SERVICES**

JTS will also perform administrative services in connection with this proposal for a fee not to exceed 13% of payment earned.

### **TRAINING VENDORS**

To Be Determined

**Exhibit B: Menu Curriculum****Class/Lab Hours**

8 – 200

Trainees may receive any of the following:

**BUSINESS SKILLS**

- Inventory Control
- Product Knowledge
- Strategic Planning
- Communication
- Customer Service
- Customer Relations (activation, connection)
- Identifying Customer Needs
- Telephone Skills
- Handling Customer Requests
- Resolving Complaints
- Billing
- Sales
- Product Knowledge

**COMPUTER SKILLS**

- Local Area Networks
- World Wide Web

**COMMERCIAL SKILLS**

- Telecommunications
- Equipment Loading
- Cable Placement
- Pole Climbing
- Tool Usage

**CONTINUOUS IMPROVEMENT**

- Decision Making
- Pole Climbing
- Equipment Operation

**OSHA 10/30** (Certified OSHA Instructor)

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

Safety Training cannot exceed 10% of total training hours per-trainee

Note: Reimbursement for retraining is capped at 200 total training hours per trainee, regardless of the method of delivery.