

**DELEGATION ORDER**



**Training Proposal for:  
Ridge Communications, Inc.**

**Small Business ≤ \$50,000**

**ET15-0329**

**Approval Date:** November 13, 2014

**ETP Regional Office:** San Francisco Bay Area

**Analyst:** R. Jackson

**CONTRACTOR**

- Type of Industry: Services  
Technology/Other  
Communication  
Priority Industry:  Yes  No
- Number of Full-Time Employees  
California: 31  
Worldwide: 44  
Number to be trained: 29  
Owner  Yes  No
- Out-of-State Competition: NAICS Code Eligible
- Special Employment Training (SET):  Yes  No
- High Unemployment Area (HUA):  Yes  No
- Turnover Rate: 6%
- Repeat Contractor:  Yes  No

**FUNDING**

- Requested Amount: \$27,898
- In-Kind Contribution: \$18,241

**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, Computer Skills, Commercial Skills, PL-Commercial Skills	29	8-60	0	\$962	\$16.25
				Weighted Avg: 37			

- Reimbursement Rate: \$26 SB Priority
- County(ies): Contra Costa
- Occupations to be Trained: Owner, Technicians, Supervisor, Administrative Staff
- Union Representation:  Yes  
 No
- Health Benefits: N/A

**SUBCONTRACTORS**

- Development Services: N/A
- Administrative Services: N/A
- Training Vendors: To Be Determined

**OVERVIEW**

Established in 2002, Ridge Communications, Inc. (RCI) is a telecommunications company based in San Ramon. The Company provides services including network site development, network deployment, site design, land use planning, site acquisition and network performance evaluation to the wireless-carrier industry. RCI also installs cabling, amps, duplexers, DAS node cabinets and other new technology to support wireless-carriers efforts to improve network performance.

**Training Plan**

Workforce training assessments revealed supplemental training needs for each occupation included. In this proposal, the training is customized for the Company's fast changing technological and competitive business environment. Customer networks are becoming more sophisticated, requiring new processes and the use of new equipment. While RCI has benefited from ETP funding previously, this training plan contains new courses developed for newly acquired equipment. Staff job duties will broaden to include new tasks across three main areas of operation: installations; site acquisitions; and testing.

Also, the training plan will provide frontline workers with skills to better respond to unique demands by clients requiring more complex designs and new services. While some training topics in this proposal are the same as topics in the previous contract, they will not be provided to any trainee who was trained in those topics under prior Agreement. Training will support RCI's strategic business plan.

**Business Skills** – Training will be offered to all occupations. RCI's employees interact with clients and vendors in a rapidly changing telecommunication industry. Business skills training will enable the Company to provide services required to maintain existing and gain new business from the carriers.

**Computer Skills** – Training will be offered to all occupations. Employees utilize carrier software, internal software and various MS Office Suite files. It is critical that all employees are trained on the various programs. Additionally, training for Supervisors and Technicians in Radio Frequency design software will enable efficient troubleshooting in the field.

**Commercial Skills** – Training will be offered to all occupations. Training will increase worker knowledge of radio frequencies, fiber developments, cabling systems, and design and installation criteria. RCI has responded to industry demands by expanding job classifications and responsibilities, requiring staff to possess additional skills. Continuous Improvement will improve efficiency and quality of installation services.

### **Productive Laboratory-Commercial Skills**

Productive Lab (PL) training will be given to Junior Technicians. An estimated eight trainees will produce installation or test services as part of the training. This training cannot be provide in a simulated lab environment due machinery costs and nature of the work, which is installation-based using live equipment for client ordered destinations. The trainer-to-trainee ratio will be 1:1 and training capped at 24 hours per trainee.

RCI's Lead Technicians will deliver the PL training. Each trainer has four or more years of experience, is a subject matter expert and will evaluate competencies for Junior Technicians.

### **RECOMMENDATION**

Staff recommends approval of this proposal.

### **ACTIVE PROJECTS**

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

Agreement No.	Approved Amount	Term	No. Trainees Enrolled	No. Completed Training	No. Retained
ET13-0220	\$32,760	11/19/2012-11/18/2014	*33	*27	*27

\*ETP's Online system shows 1,271 training hours. The invoice history shows \$24,570 paid to date with some individuals remaining to be reviewed and/or invoiced. Invoice history shows \$31,253 potentially earned (95% of the approved contract amount). However, two individuals also remain active and show eligible hours and may be invoiced, which would raise the total earnings to 100%.

## Exhibit B: Menu Curriculum

### Class/Lab Hours

8-60

Trainees may receive any of the following:

#### BUSINESS SKILLS

- + Project Trackers
- + Leadership
- + Real Estate and Planning

#### COMPUTER SKILLS

- + Microsoft Office Suite
- + Operating Systems (Globe – Finance System)
- + Verizon Software Systems
- + Wireless Applications and Security
- + iBWave RF Design
- + Engineering Propagation Analysis, Atoll
- + Cable/Fiber Testing
- + Splicing and OTDR Testing
- + Equipment and Procedure Safety

#### COMMERCIAL SKILLS

- + Distributed Antenna System Deployment
- + Equipment Installation
- + C7 Low Voltage Electrical
- + C10 Electrical
- + Radio Frequency Engineering

Safety Training is capped at 10% of a trainee's total training hours

### PL Hours

0 – 24

#### COMMERCIAL SKILLS (ratio 1:1)

- + Distributed Antenna System Deployment
- + Equipment Installation
- + C7 Low Voltage Electrical
- + C10 Electrical
- + Radio Frequency Engineering

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