



**Retrainee – Job Creation  
Training Proposal for:  
Springer Collision Centers dba Fix Auto**

**Small Business ≤ \$50,000**

**ET15-0334**

**Approval Date:** November 18, 2014

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

**Analyst:** R. Jackson

**CONTRACTOR**

- Type of Industry: Services
- Priority Industry:  Yes  No
- Number of Full-Time Employees
  - California: 35
  - Worldwide: 35
  - Number to be trained: 32
  - Owner  Yes  No
- Out-of-State Competition: No OSC
- Special Employment Training (SET):  Yes  No
- High Unemployment Area (HUA):  Yes  No
- Turnover Rate: 12%
- Repeat Contractor:  Yes  No

**FUNDING**

- Requested Amount: \$28,160
- In-Kind Contribution: \$38,460

**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 SET	Business Skills, Commercial Skills, Computer Skills, Continuous Impr, HazMat	22	8-60	0	\$880	\$27.09
				Weighted Avg: 40			
2	Retrainee Job Creation Initiative SB <100	Business Skills, Commercial Skills, Computer Skills, Continuous Impr, HazMat	10	8-60	0	\$880	\$13.55
				Weighted Avg: 40			

- Reimbursement Rate: Job #'s 1 and 2: \$22 SB Non-Priority
- County(ies): Santa Clara
- Occupations to be Trained: Administrative Staff, Estimator, Production Staff, Technicians, Managers
- Union Representation:  Yes  
 No
- Health Benefits: Job #1 only: \$2.70 per hour

**SUBCONTRACTORS**

- Development Services: Synergy Management Consultants, LLC (SMC) in Grass Valley developed the proposal for a flat fee of \$2,400.
- Administrative Services: SMC will also assist with administration for a fee not to exceed 13% of earned funds.
- Training Vendors: To Be Determined

**OVERVIEW**

Established in 1987, Springer Collision Centers dba Fix Auto (Springer) ([www.fixauto.com](http://www.fixauto.com)) is a small business with two locations in San Jose and Gilroy. Springer provides collision repair services and also sells auto parts.

Automotive industry changes are impacting how repair services are conducted. New processes and materials require the Company to broaden employee skills to keep pace with technology. Additionally, customer demands for lower prices are driving the Company to focus on efficiency in order to keep costs down. The proposed curriculum reinforces the implementation of a training plan that is essential to remaining competitive and improving the skills of frontline workers.

## Training Plan

**Business Skills** – Training will be offered to Administrative Staff, Estimators, and Managers. Training will be related to job specific functions focused on sales, claims, and customer support processes.

**Commercial Skills** – Training will be offered to Technicians, Production Staff, and Estimators to boost competitiveness, increase sales, and improve customer service. The curriculum includes maintenance, new vehicle technologies, aluminum, electric and hybrid repair, and extended Inter-Industry Conference on Auto Collision Repair skills. Estimators are trained in aspects of repair so that they can answer customer questions regarding repair processes and make accurate cost estimates.

**Computer Skills** – Training will be offered to all occupations. The collision industry has experienced changes in how insurers and other partners exchange data. Training is needed to enable the Company to use IT systems to track costs, plan production, and manage service flow to reduce waste and increase efficiency and productivity.

**Continuous Improvement** – Training will be offered to all occupations. Springer Collision Center aims to improve the quality of collision services, reduce customer order cycle times, and improve cost efficiency by implementing lean quality and production improvement systems. Training will help employees identify workflow issues and identify and address root causes of workflow obstacles. The training topics will aim to further reduce waste, lower defects, and minimize errors across all areas of the Company and help staff become more capable of identifying and implementing cost-effective and efficient solutions.

**Hazardous Materials** – Training will be delivered to Technicians and will cover hazardous materials handling and disposal. Toxic debris, waste, and other contaminated materials are often processed during automotive repair work. Training will give trainees the skill sets needed to manage materials encountered during collision repair and clean-up.

## Job Creation

Business expansion rates at Springer have led to conservative hiring estimates targeting planned hiring of 10 employees through 2016, whom are eligible to enroll in ETP funded training. The occupations include Administrative Staff, Estimator, Production Staff, Technicians, and Managers. Springer represents that the date-of-hire for all trainees in the Job Creation program will be within the three-month period before contract approval or within the term-of-contract. The Company also represents that these trainees will be hired into “net new jobs” as a condition of contract.

## High Unemployment Area

Springer’s Gilroy facility is located in a High Unemployment Area with unemployment exceeding the state average by at least 25%. However, the Company is not requesting a wage modification.

## RECOMMENDATION

Staff recommends approval of this proposal.

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

8-60 Trainees may receive any of the following:

**BUSINESS SKILLS**

- Customer Care Skills
- Advanced Sales & Marketing Skills
- Negotiation Skills
- Conflict Resolution
- Communication Skills
- Presentation Skills

**COMMERCIAL SKILLS**

- Collision Repair
- Refinishing Skills
- Structural Repair
- Non-Structural Vehicle Repair
- Estimating Skills
- Vehicle Operation, Maintenance, & Troubleshooting
- Alternative Fuel & Hybrid Vehicle Repair Diagnostics
- Service Procedures & Scheduling
- Product Knowledge
- OEM (Original Equipment Manufacturer) Knowledge/Skills

**HAZARDOUS MATERIALS**

- Completing Material Safety Data Sheets (MSDS)
- Volatile Organic Compound (VOC) Tracking
- Emergency Clean-up
- Registration, Evaluation, Authorization & Restriction of Chemical Substances

**CONTINUOUS IMPROVEMENT**

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

**COMPUTER SKILLS**

- Summit Software
- Michell & Michell Repair Center Software
- Nugen IT
- Audatex Software
- CCC Info Systems Software
- Alldata Software
- Microsoft Office Suite

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