



**Retrainee – Job Creation  
Training Proposal for:  
W. Banks Moore, Inc.**

**Small Business  $\leq$  \$50,000**

**ET15-0241**

**Panel Meeting of:** July 25, 2014

**ETP Regional Office:** Sacramento

**Analyst:** W. Sabah

**CONTRACTOR**

- Type of Industry: Services  
Construction  
Priority Industry:  Yes  No
- Number of Full-Time Employees  
California: 35  
Worldwide: 35  
Number to be trained: 39  
Owner  Yes  No
- Out-of-State Competition: No OSC
- Special Employment Training (SET):  Yes  No
- High Unemployment Area (HUA):  Yes  No
- Turnover Rate: 10%
- Repeat Contractor:  Yes  No

**FUNDING**

- Requested Amount: \$37,440
- In-Kind Contribution: \$32,000

**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 HUA SET Priority Rate	Business Skills, Comm. Skills, Computer Skills, Cont. Imp., OSHA 10/30, Literacy Skills PL-Comm Skills	34	8-60	0	\$910	\$11.17
				Weighted Avg: 35			
2	Retrainee Job Creation Initiative HUA SET Priority Rate	Business Skills, Comm. Skills, Computer Skills, Cont. Imp., OSHA 10/30, Literacy Skills PL-Comm Skills	5	8-60	0	\$1,300	*\$10.20
				Weighted Avg: 50			

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

- Reimbursement Rate: Job #'s 1 & 2: \$26 SB Priority
- County(ies): Fresno
- Occupations to be Trained: Administration Staff, Customer Service/Sales Staff, Service Technician, Warehouse Staff, Tester, Construction Staff, Automated Car Wash Installation Technician, Managers/Supervisors, Owner
- Union Representation:  Yes  
 No
- Health Benefits: Job #'s 1 & 2: \$1.20 per hour

**SUBCONTRACTORS**

- Development Services: Strategic Business Solutions, LLC of Visalia assisted with development for a flat fee of \$2,200.
- Administrative Services: Strategic Business Solutions, LLC will also provide administrative services for a fee not to exceed 13% of payment earned.
- Training Vendors: To Be Determined

## **OVERVIEW**

W. Banks Moore, Inc. (Banks) ([www.banks-co.com](http://www.banks-co.com)) began in 1979, and is owned and operated by the Moore family. The Company distributes, installs, and repairs fuel-dispensing systems and automated car wash systems throughout California's Central Valley. Banks' customers include gas stations, convenience stores, and automated car wash facilities.

### **Need for Training**

This will be the second Agreement between Banks and ETP. In this proposal, Banks is seeking ETP training funds to stay up-to-date with current technology. Fuel-dispensing and automated car wash technologies are an ever-changing, highly technical industry and to keep pace Banks require training at all staff levels. The Company will provide training in LEAN processes to improve internal processes. The course topics are designed to improve efficiency, increase capacity and reduce waste. Banks will also conduct training on Gilbarco Version 10 upgrades, fuel disbursement software that will be administered to existing and new customers.

Due to the hazardous nature of the petroleum industry, trainees will receive OSHA 10/30. In addition, Literacy Skills training is needed for some staff members to increase productivity and improve the communication gap. Trainees under this proposal will not receive duplicative training already delivered in the prior Agreement.

### **Retrainee - Job Creation**

In support of job creation, the Panel is offering incentives to companies that commit to hiring new employees. Under the Retrainee-Job Creation program, training for newly hired employees will be reimbursed at a higher rate and trainees will be subject to a lower post-retention wage. Trainees must be hired within the three-month period prior to Panel approval or during the term of contract.

In this proposal, Banks has committed to hiring five employees in the following occupations; Service Technician, Construction Staff, and Automated Car Wash Installation Technician (Job Number 2). Banks is slowly growing as it works to increase market share in the Central Valley and take advantage of increased sales and revenue in the industry.

### **Training Plan**

**Business Skills** – Training will be provided to Administration Staff, Customer Service/Sales, Managers and Supervisors. Training will include Effective Communications to insure professional, clear and concise communication between the organization and the public.

**Commercial Skills** - Training will be provided to Service Technicians, Automated Car Wash Installation Technicians, Construction Staff, Warehouse Staff, and Testers. Training includes Electrical Control Panels Installation and Troubleshooting, Forklift Training, and Excavation Equipment Operation/Best Practices. Automated Car Wash Installation Technicians deliver, install, maintain and repair automated drive-through car wash "tunnels". Both technical knowledge and specialized skills are required for proper installation and maintenance of the advanced machinery and the software that operates it.

**Computer Skills** - Training will be provided to Service Technicians, Sales Staff, Testers, Managers/Supervisors and Owners. Training includes the Gilbarco Version 10 Upgrade Software. Training will improve proficiency and increase efficiency in administrating current and new customers.

**Continuous Improvement** - Training will be provided to all occupations and includes LEAN processes. Training will focus on the basics of LEAN and how to identify, map and change processes to gain efficiency, increase capacity and reduce waste.

**Literacy Skills** - Training will be offered to Automated Car Wash Installation Technicians, Warehouse Staff and Construction Staff. A certified ESL instructor from the local community college will provide training to Spanish speakers. The ESL course will prepare the workforce by building job-specific communication skills and reading, oral and written English skills.

### **OSHA 10/30**

OSHA 10/30 training is a series of courses “bundled” by industry sector and occupation. It consists of 10 hours of training for Service Technicians, Construction Staff, Automated Car Wash Installation Technician and 30 hours for Supervisors/Managers.

Completion of the training results in a certificate that expands employment opportunities. To ensure that each trainee receives certification, ETP will only consider payment earned upon completion of the full 10-hour or 30-hour course.

### **Productive Lab (PL)**

Banks will be using excavation equipment, including backhoes and excavators and PL is the most cost-effective method of training. Only the newly hired trainees in Job Number 2 (Job Creation) will receive PL. They will include Services Technicians, Construction Staff and Automated Car Wash Installation Technicians.

PL instructor will be present at all times throughout each PL training session with a trainer-to-trainee ratio of 1:3 and are experienced supervisory company employees. Instruction will include completing excavations to industry standards and productivity is expected to decrease due to operating at a slower training pace.

Trainees will receive up to 12 hours of PL-Commercial Skills, specifically in Excavation Equipment Operation and Best Practices, which will include training in Trenching and Excavating. PL will give hands-on training to ensure skills are enhanced and standards are met.

### **SET/HUA**

All trainees work in a High Unemployment Area (HUA), with unemployment exceeding the state average by 15%. These trainees qualify for the ETP Minimum Wage rather than the Statewide Average Hourly Wage. The Panel may modify the ETP Minimum Wage for these trainees by up to 25% if post-retention wages exceed the start-of-training wages. Banks is requesting a wage modification for 6 trainees in Job Number 1 to \$11.17 per hour and 2 trainees in Job Number 2 to \$10.20 per hour. There is no post retention wage increase required for Job creation trainees in Job Number 2.

### **RECOMMENDATION**

Staff recommends approval of this proposal.

**PRIOR PROJECTS**

The following table summarizes performance by Banks under an ETP Agreement that was completed within the last five years:

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned \$ %
ET13-0415	Fresno	06/24/13- 06/23/14	\$23,232	\$0 (0%)

ETP records show 883 hours out of maximum 1,056 hours have been uploaded. Banks have invoiced for 24 trainees for P2 and 22 trainees for P3. To date, the ETP On-Line system indicates \$19,425 Earned-In Process and the Contractor projects to earn 84% of the funding amount.

**Exhibit B: Menu Curriculum**

**Class/Lab Hours**

8-60

Trainees may receive any of the following:

**BUSINESS SKILLS**

- Effective Communications

**COMMERCIAL SKILLS**

- Electrical Control Panels Installation and troubleshooting
- Forklift Training
- Excavation Equipment Operation/Best Practices

**COMPUTER SKILLS**

- Gilbarco Version 10 Upgrades

**CONTINUOUS IMPROVEMENT**

- LEAN Processes

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

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

**Literacy Skills:**

- Vocational English

Literacy Training cannot exceed 45% of total training hours per-trainee

**Productive Lab Hours**

0-12 (Job Number 2)

**COMMERCIAL SKILLS** (Ratio 1:3)

- Excavation Equipment Operation/ Best Practices

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