



**Training Proposal for:
West Communication Service, Inc. dba
Communication Service Corporation**

Small Business ≤ \$50,000

ET16-0129

Approval Date: July 30, 2015

ETP Regional Office: San Francisco Bay Area

Analyst: L. Lai

CONTRACTOR

- Type of Industry: Construction
 - Number of Full-Time Employees
 - California: 6
 - Worldwide: 6
 - Number to be trained: 6
 - Out-of-State Competition: Customers Outside CA
 - Special Employment Training (SET): Yes No
 - High Unemployment Area (HUA): Yes No
 - Turnover Rate: 5%
 - Repeat Contractor: Yes No
- Priority Industry: Yes No
- Owner Yes No

FUNDING

- Requested Amount: \$5,772
- In-Kind Contribution: \$6,000

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 Priority Rate	Business Skills, Computer Skills, Commercial Skills, PL-Comm. Skills	6	8 - 60	0	\$962	\$15.07
				Weighted Avg: 37			

- Reimbursement Rate: \$26 SB Priority
- County(ies): Santa Cruz
- Occupations to be Trained: Admin/Support Staff, Technical Staff, Manager, Owner
- Union Representation: Yes
 No
- Health Benefits: \$1.07 per hour

SUBCONTRACTORS

- Development Services: Sallyanne Monti Consulting in San Francisco assisted with development for a flat fee of \$200.
- Administrative Services: Sallyanne Monti Consulting will also assist with administrative services for an amount not to exceed 13% of payment earned.
- Training Vendors: To Be Determined

OVERVIEW

West Communication Service, Inc. dba Communication Service Corporation (WCS) (www.comserviceco.com) was founded in 1952. The Company provides fabrication, assembly, wiring and installation, and testing and maintenance of unified telecommunication products and systems. These systems include telephone, voicemail, intercom, closed-circuit television, entry systems and voice and data cabling. Customers include chain retail establishments, governmental agencies, private residences and small professional offices.

This will be WCS's second ETP-funded training project. The previous Agreement enabled the Company to train employees in the integration of IP Telephony, a progressive technology that replaced signaling over copper wires and elimination of wasteful activities through the implementation of Continuous Improvement practices.

This proposal is driven by the reality that a once premise-based/stand-alone communication hub installed at a customer's site and tied into a physical central office phone system is being replaced with a fully networked, feature rich internet-cloud based system. Telephone equipment, connectivity and features now require connectivity with the internet. This rapidly evolving technology allows for a unified communication to/from multiple locations, across various platforms or devices. Technicians must expand on their knowledge of IT connectivity

with a variety of switches/firewalls/ routers etc. to allow communication across all platforms, replacing physical equipment with "cloud based" solutions.

Training Plan

Business Skills – Training will be delivered to Admin/Support Staff and Owners to enable them to effectively manage and plan various aspects of a project, integrate technical installation criteria and technology availability in small business operations. Prioritize customers and schedule staff resources across multiple projects to ensure projects begin on time, stay on schedule and have adequate technical oversight.

Computer Skills – All occupations will be offered training in the new Field Service Software to manage customers, work orders, invoicing and scheduling. Training will result in a greater ability to rapidly respond to client system fails in the field. WCS must be able to provide immediate response to get the system back up and running.

Commercial Skills – Training will be delivered to the Manager, Admin/Support and Technical Staff, in cloud-based virtual web-based systems with integration of audio & video Internet Protocol Communications.

Productive Lab – Commercial Skills

WCS states that Productive Lab (PL) training is necessary to demonstrate the proper ways to navigate and integrate software upgrades into existing processes, operate equipment, install structured cabling and communication systems, troubleshoot and maintain systems. Training cannot be replicated in a Class/Lab environment because of the complexity of the various systems and the need to customize to each jobsite. PL will be provided at both the Contractor's and clients' sites. Some portion of the assembly, programming and integration can be done at the Contractor's site while the rest of it can only be tied in at the customer site.

Four trainees (Admin/Support, Technical, and Manager) may receive up to 24 hours of PL-Commercial Skills. Admin/Support Staff lead clients through testing and offer initial tech support and therefore require PL Training.

The Company is requesting a trainer-to-trainee ratio of 1:3 because as a small business with only six employees, it would be more cost-effective and allow the trainees from different department to be trained as a team. The tasks and competencies associated with the proposed PL training are on file and support the Company's request.

RECOMMENDATION

Staff recommends approval of this proposal.

PRIOR PROJECTS

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

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned \$ %
ET14-0123	Santa Cruz	09/03/13 – 09/02/14	\$8,190	\$8,190 (100%)

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

8 – 60

Trainees may receive any of the following:

BUSINESS SKILLS

- Project Management Skills
- Small Business Administration

COMPUTER SKILLS

- Field Service Software:
 - M-Help Interface

COMMERCIAL SKILLS

- Emerging Technology Fabrication & Testing:
 - Cloud-Based Communications Technology
 - Web-Based Camera Integration

E-Learning Hours

0 – 60

BUSINESS SKILLS

- Project Management Skills
- Small Business Administration

COMPUTER SKILLS

- Field Service Software:
 - M-Help Interface

COMMERCIAL SKILLS

- Emerging Technology Fabrication & Testing:
 - Cloud-Based Communications Technology
 - Web-Based Camera Integration

Productive Lab

0 – 24

COMMERCIAL SKILLS (Ratio 1:3)

- Emerging Technology Fabrication & Testing:
 - Cloud-Based Communications Technology
 - Web-Based Camera Integration
 - Pre-Field/Estimating
 - Structured Cabling Installation
 - Telephony Installation of Communication System
 - Sound/Intercom/Access Systems Installation
 - CCTV/Surveillance Systems Installation

Note: Reimbursement for retraining is capped at 60 total hour per-trainee, regardless of method of delivery. PL is capped at 24 hours per-trainee.