



CITY OF SAN DIEGO PUBLIC UTILITIES DEPARTMENT TRAINING SECTION

One Stop Shop Model

CONTACT

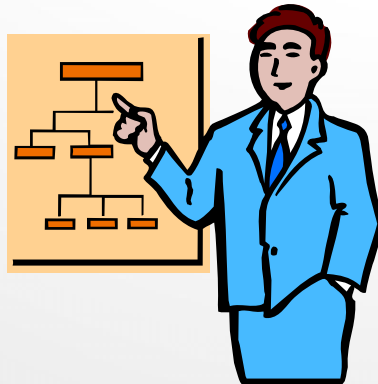
Stuart Karasik, Ph.D.
Training Program Manager
619-668-2093
Skarasik@SanDiego.gov



PUBLIC UTILITIES DEPARTMENT

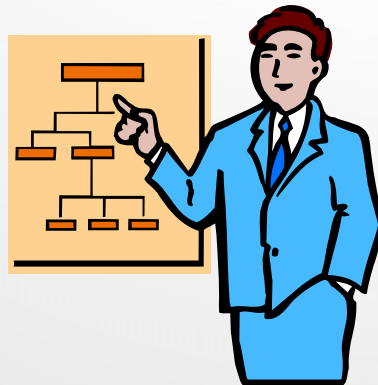
► Water Branch

- Water Construction and Maintenance
- Water Operations and Engineering
- Water Administrative Support



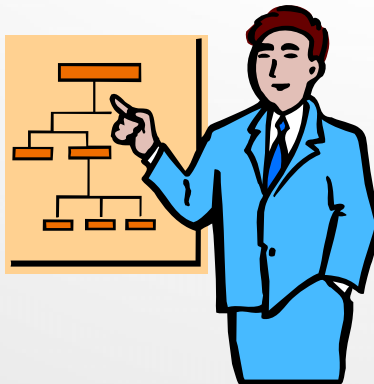
PUBLIC UTILITIES DEPARTMENT

- ▶ Wastewater Branch
 - Wastewater Collection
 - Wastewater Treatment and Disposal
 - Environmental Monitoring and Technical Services
 - Engineering and Program Management



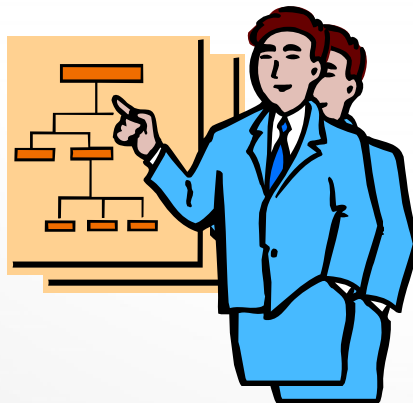
PUBLIC UTILITIES DEPARTMENT

- ▶ Business and Support Services
 - Customer Support
 - Finance and Information Technology
 - Employee Services and Internal Controls
 - Long Range Planning and Water Resources



PUBLIC UTILITIES DEPARTMENT

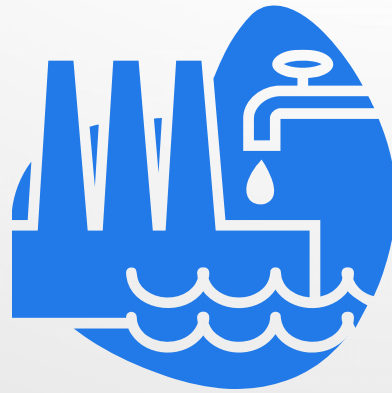
- Strategic Programs and Asset Management



DEPARTMENT DEMOGRAPHICS

► Water Treatment

- Serve over 1.3 million customers
- Over 275,000 metered service connections
- Three treatment plants/ozone and chlorine dioxide
- Deliver more than 200 MGD



DEPARTMENT DEMOGRAPHICS

► Water Distribution

- More than 3300 miles of pipeline
- More than 120 pressure zones
- 49 pump stations
- 32 concrete and steel reservoirs, elevated tanks, standpipes
- More than 24,000 fire hydrants
- Nine lakes
- 41,000 acres of watershed

DEPARTMENT DEMOGRAPHICS



DEPARTMENT DEMOGRAPHICS

► Wastewater

- Services to City of San Diego and 12 members of JPA
- Point Loma WWTP treats 175 MGD, capacity 240 MGD
- Metrobiosolids Center produces 171 tons/day of organic solids
- Two water reclamation plants deliver MGD, 45 MGD capacity



DEPARTMENT DEMOGRAPHICS

- ▶ Over 1500 employees
- ▶ Over 20 separate employee work locations



ONE STOP SHOP

- ▶ World English Dictionary
 - one-stop — *adj* having or providing a range of related services or goods in one place: *a one-stop shop*



GUIDING PRINCIPLE

► DI 10.10

- Purpose
- Definitions
- Authority
- Policy
- Scope
- Responsibility
 - Training Section Staff
 - Managers and Supervisors
 - Employees



GUIDING PRINCIPLE

► DI 10.10

- Procedures
 - Internal Training
 - CBT and e-Learning
 - External Training
 - OJT
 - Tuition Reimbursement
 - Distance Learning
 - Conferences and Professional Symposia

GUIDING PRINCIPLE

- ▶ DI 10.11
 - Certification Training
 - Certification Reimbursement



GUIDING PRINCIPLE

- ▶ DI 10.11 Certification Reimbursement
 - Training
 - Required Certifications
 - Voluntary Certifications
 - Dual Certifications
 - Reimbursement Policies

GUIDING PRINCIPLE

- ▶ DI 10.12
 - Financial training
 - Regulatory compliance



BENEFITS

► Cost Effective

- Eliminates duplication of services
- Ensures compliance with all policy and/or financial requirements
- Cost savings by allowing for multi user discounts
- Staff perform duties they are trained and qualified to perform



BENEFITS

- ▶ Consistent
 - Same question/same answer throughout the department
 - Equal treatment



BENEFITS

- ▶ Current and accurate information
- ▶ Employees do not have to search for the right answer/form/program/location
- ▶ Efficient Training function
- ▶ Link to Management Controls



TRAINING FUNCTIONS

► Internal Training

- Course Development, Presentation and Evaluation
- Course registration
- Course records/transcripts
- IACET CEU's



TRAINING FUNCTIONS

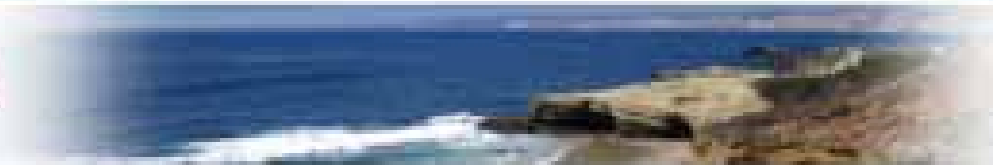
► Internal Training

- Training publications
- Instructor development
- Policy development, review, evaluation
- Liaison with other departments



TRAINING FUNCTIONS

FOR THE DIRECTOR | HOME | NEWSLETTERS | FORMS | LINKS | HELP | CONTACT | OUTLOOK

Partly Cloudy
(57°F - 75°F)
Humidity: 54%
Wind: 10 mph



Business Support Branch

- Customer Support
- Employee Services & Internal Control
- Finance & Information Technology
- Long-Range Planning & Water Resources
- Employee Recognition

Engineering & Program Management

- Engineering & Program Management
- Environmental Monitoring & Technical Services
- Wastewater Collection
- Wastewater Treatment & Disposal

Water Branch

- Water Collection & Maintenance
- System Operations

Strategic Programs

- Goal Plan
- WY11 Strategic Plan
- Manager Competency
- Leadership Development Program
- Asset/Pipeline Master Plan
- Asset Management Program
- Bit to Go

TRAINING WORKBOOK

To provide an efficient, productive training program that supports the Public Utilities Department in meeting its goals and objectives by providing individual development and organizational effectiveness through the delivery of educational opportunities, resources and services.

Public Utilities Recruitment and Enrollment (PURE)

[Public Utilities Recruitment and Enrollment](#)
[Pure Resources](#)

Training Information

[Course Catalog](#)
[Course Catalog: FY2011-2012](#)
[Training Facilities](#)

JOPPEO Information

[JOPPEO Training Agenda](#)
[JOPPEO: Cert. Requirements and Cert. Fee Requirements](#)
[JOPPEO: Department Financial Information/Charges](#)

[Course Catalog](#)

[Customer Service and Communication Skills Training Program Attachment](#)
[Customer Service](#)
[Customer Service and Communication Skills Manual](#)
[CSC & Customer Service Training Manual](#)

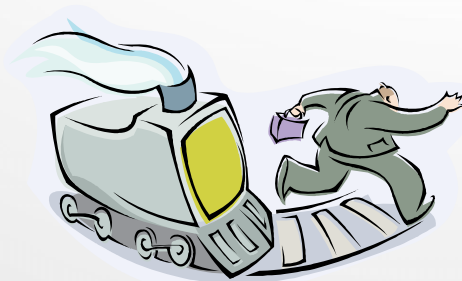
[Request for External Training](#)
[Public Utilities Department Training Request](#)

INSTRUCTOR DEVELOPMENT



TRAINING FUNCTIONS

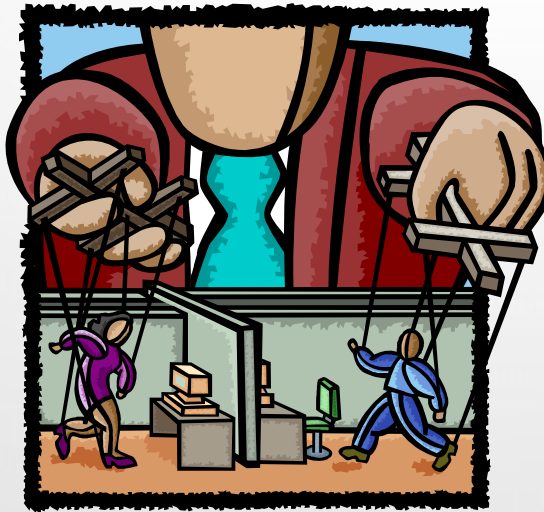
- ▶ CBT and e-Learning
 - Evaluation
 - Development
 - Monitoring
 - Record keeping
 - Knowledge Management



TRAINING FUNCTIONS

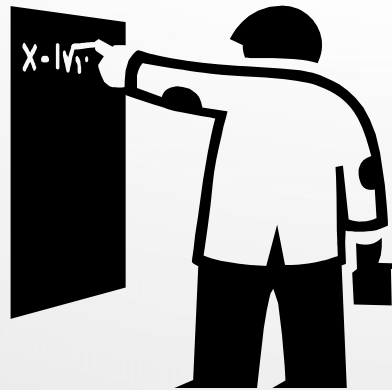
► External Training

- Research
- Enrollment
- Evaluation
- Documentation
- Invoicing and payments



TRAINING FUNCTIONS

- ▶ OJT
 - Competency Model
 - Development of Standards and Methods
 - Documentation



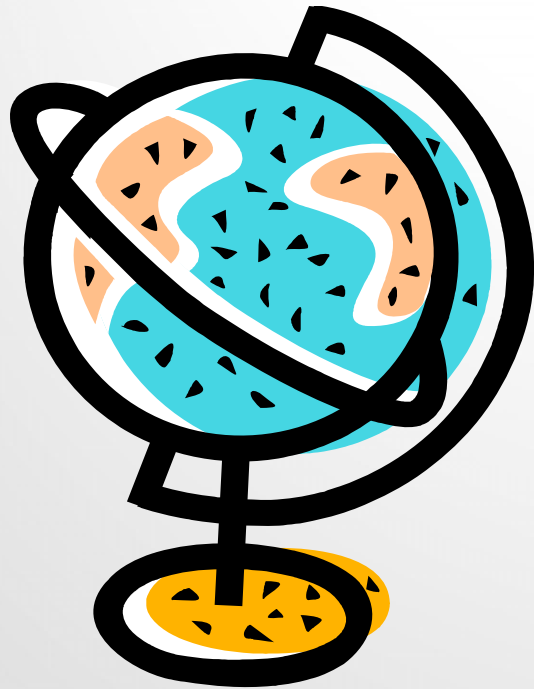
TRAINING FUNCTIONS

- ▶ Tuition Reimbursement
 - Compliance with City and IRS regulations
 - Counseling
 - Processing
 - Documentation
 - Payment
 - Internal audit



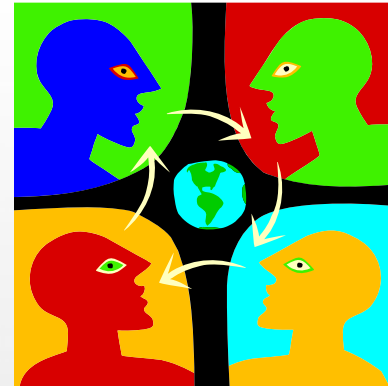
TRAINING FUNCTIONS

- ▶ Distance Learning
 - Review and evaluation
 - Identifying method of reimbursement



TRAINING FUNCTIONS

- ▶ Conferences and Professional Symposia
 - Compliance with all requirements
 - Registration
 - Multi-person discounts
 - Capturing benefit to the department



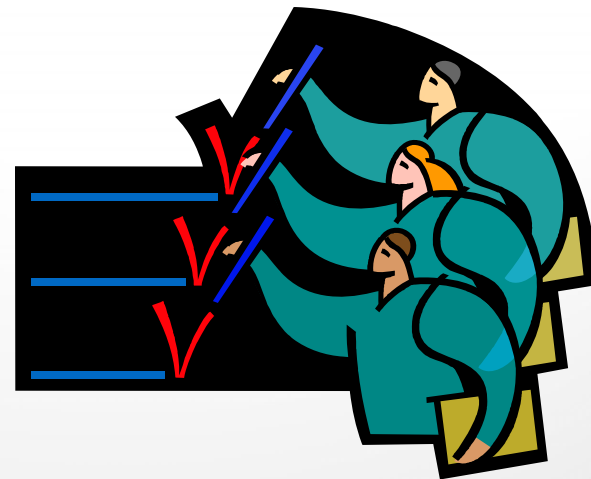
TRAINING FUNCTIONS

- ▶ Certification
 - Counseling
 - Application assistance
 - Exam preparation
 - Record keeping
 - Reimbursement



TRAINING FUNCTIONS

- ▶ Other Duties As Assigned
 - Consultation/Counseling
 - Career Counseling
 - Data Management
 - Management Support
 - Policy
 - Development
 - Review
 - Evaluation
 - Implementation



COMMUNICATION

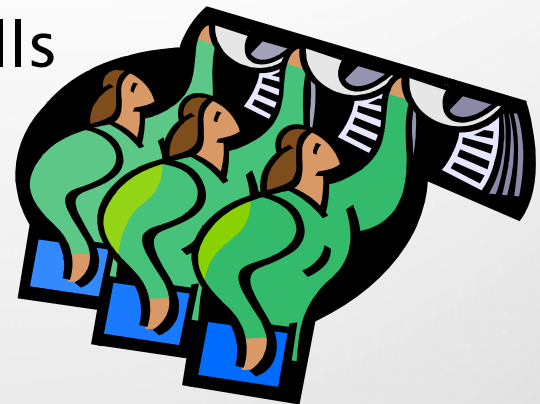
► Publications

- Department Instructions
- Administrative Regulations
- Quarterly Calendar
- Weekly Class Connection
- Public Utilities Net Training Page
- Training Notes
- Tailgate Trainings



STAFFING

- ▶ Training Manager
 - 1 Training Supervisor/Hazardous Materials
- ▶ 6 Trainers
 - Confined Space/Safety/Academy/IACET
 - Fall Classic/Spring Training/Data
 - Water Technical/Recycled Water
 - Wastewater Technical/Financial
 - Customer Service/Supervisory Skills
 - SAP



STAFFING

- ▶ 1 Support Staff Supervisor
 - 1 Course registration Front End
 - 1 Training data entry
 - 1 IACET Training records and certification records
 - 1 Accounting/billing/payments



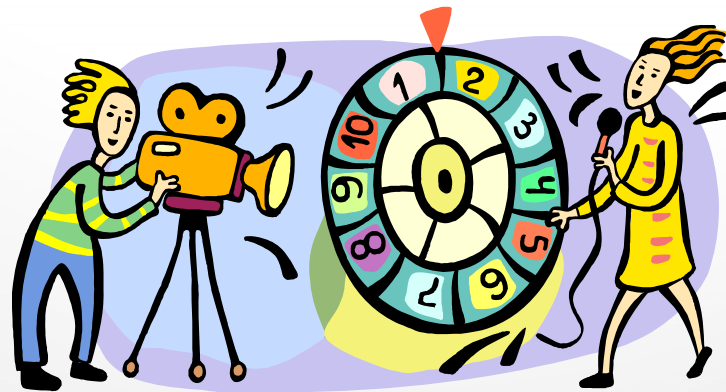
COST

- ▶ PE cost of ~\$1.3MM
- ▶ NPE cost of ~ ~\$500K
- ▶ Includes ETDC facility management costs
- ▶ Some employee costs charged to employee org units



TRAINING PROGRAMS

- ▶ Spring Training
- ▶ Fall Classic
- ▶ Water Academy
- ▶ NEO



TRAINING PROGRAMS



DEPARTMENT DEMOGRAPHICS



TRAINING PROGRAMS



TRAINING PROGRAMS

- ▶ Water/Wastewater Operator Trainee Program
- ▶ Literacy
- ▶ Basic math
- ▶ Site specific job training



TRAINING PROGRAMS



TRAINING PROGRAMS



TRAINING PROGRAMS

- ▶ Employee professional development training
- ▶ Financial compliance training
- ▶ “Almost anything else you can ask for or want”



TRAINING PROGRAMS



LESSONS LEARNED

- ▶ It Costs Money, PE and NPE
- ▶ Constant Maintenance and Attention to Detail
- ▶ The Information Must Be Correct
- ▶ Everything is a “Learning Moment”



LESSONS LEARNED

- ▶ Defend the Training Turf
- ▶ Knowledgeable Staff
- ▶ Communicative Staff
- ▶ Cross Trained Staff



LESSONS LEARNED

- ▶ Strong management support at all levels
- ▶ Customer service excellence
- ▶ “Passionate About Training” Staff



IS IT WORTH IT?

- Definitely



IS IT WORTH IT?

- ▶ Constant feedback of program success
- ▶ Section Staff pride
- ▶ Professional recognition



QUESTIONS?

