



Work Force Management

Recruiting, Training Retention

- Operator Training
 - Purpose
 - Objectives
 - Program
 - Progress
 - Lessons Learned



Work Force Management

Recruiting, Training Retention

■ TECO

- CHP District Energy System
- Serves the Texas Medical Center
 - 19.3 Million Square Feet
 - 7,000 hospital beds
 - \$1.5 Billion of annual medical research
- 85% of load is for critical care
 - Patient Care and Research
- Reliability is extremely important
- Organizational Structure - Operations



Work Force Management

Recruiting, Training Retention

- Operator Training and Certification Program (TCP)
- Objectives
 - Manage Affects of Operator Change
 - Proficiency and Consistence
 - Emergency Response
 - Career Advancement
 - Plant Efficiency
 - Certification and Re-Certification



Work Force Management

Recruiting, Training Retention

- Program

- Basics Fundamentals

- Web Based

- Custom Designed Training for Equipment and Systems

- Class Room & Self Study - Written Exam

- On the Job Testing – Trainer Exam

- City License Requirements – City Exam

- Policies and Procedures for Training Program Implementation



Work Force Management

Recruiting, Training Retention

■ Progress – To Date

■ Basic Fundamentals

- 1,919 on-line courses completed
- 2,879 man hours
- 20 equivalent operators

■ Custom Designed Programs

- 194 Courses Completed
- 1157 man hours

■ City License

- 12 Operators Eligible for Promotion
- Promoted 17 levels



Work Force Management

Recruiting, Training Retention

■ Lessons Learned

- Time Commitment
- Implementation
 - Existing Operators verse New Operators
 - Allocating time and dollars for study/training
- Schedules – Establishing and Monitoring
- Record Keeping
- Maintaining Training Material
- Operator Reaction and Behavior