

Recruiting, Training Retention

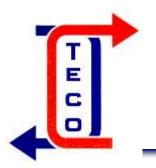
- Operator Training
 - Purpose
 - Objectives
 - Program
 - Progress
 - Lessons Learned



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



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



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



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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



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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