



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