CITY OF SAN DIEGO
PUBLIC UTILITIES
DEPARTMENT
TRAINING SECTION

One Stop Shop Model
CONTACT

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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
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

To provide an efficient, proactive training program that supports the Public Utilities Department in meeting its goals and objectives by promoting individual development and organization-wide effectiveness through the delivery of educational opportunities, resources, and services.

Public Utilities Registration and Enrollment (PURE)

- Online Training
- Off-Campus Training
- In-Company Training
- Public Workshops
- Webinars
- Other Training Opportunities

E-Learning Courses

- Customer Service and Communication
- Business Process Training
- Project Management
- Leadership Skills
- Communication Skills

Super Information

- Customer Service
- Business Process
- Human Resources
- Financial Management
- Training Centre & Documentation

Other Resources

- FAQ
- Contact Information
- Privacy Policy

Sign in to the directory
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
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

Water Academy XIX
October - November 2007
DEPARTMENT DEMOGRAPHICS

Welcome To Spring Training 2011
TRAINING PROGRAMS
Training Programs

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