



CASE STUDY

Alameda County Water District

Web-Based Training Leads to Significant Decline in Lost Work Days

Training Videos & Consultants Weren't Getting the Job Done:

Alameda County Water District supplies drinking water to over 324,000 residents in the cities of Fremont, Newark, and Union City in California. Part of ACWD's mission statement is to “operate District facilities efficiently, effectively, and safely.” Not an easy task when you have over 200 personnel.

Unfortunately, ACWD's traditional training methods of videos and outside consultants created many difficult logistical issues. Not only was it extremely difficult to schedule a time and location for training sessions, but these traditional methods were not cost effective.

ACWD was looking for a solution to more efficiently train employees, help maintain compliance, eliminate the logistical issues associated with traditional training methods, and provide high quality training while reducing costs and continuing to fulfill their strong commitment to safety.

Implementation of a Web-Based Solution:

In January of 2005, ACWD implemented TargetSafety's web-based training and training management system. One of the main reasons TargetSafety was chosen ahead of other web-based vendors was the industry specific courses provided by TargetSafety, specifically continuing education hours for their water treatment and distribution operators.

There were two benefits ACWD immediately realized with web-based training. The first was the ease of use for employees. Personnel could simply log into ACWD's website and proceed through a course at their own pace, ensuring full retention and

understanding of the content presented. Second, web-based training provided one convenient location for all training, including safety, compliance, HR, and water treatment and distribution operator license contact hours.

By having all training in one location, ACWD could track and manage all training activities more efficiently and effectively, thus ensuring they maintain compliance with regulations and realize the high level of safety for which they strive.

Results:

Training methods are only viable if they are accepted and adopted by all employees. Since 2005, ACWD employees have completed over 2000 courses with an average evaluation score of 4 out of 5.

During the first year of the program ACWD witnessed a reduction in lost workdays of 30.9% from the previous year and a 49.4% reduction compared to its ten year average.

Not only has TargetSafety provided a significant cost saving compared to that of traditional training methods, but the accident and lost workday rate has also been reduced providing more value than ACWD had originally anticipated.



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About the Company

Founded in 1999, TargetSafety is a pioneer and leader in web-based solutions designed to simplify and standardize risk management for organizations. The company's flagship product, PreventionLink, provides organizations a comprehensive suite of online risk management, training, and compliance tools to help identify, prioritize and significantly minimize risk. Today TargetSafety is the leading provider of online loss prevention and risk management services to public entities in the United States. The company is based in San Diego, California and has a regional office in Boston, Massachusetts.