



CASE STUDY

Encina Wastewater Authority

Web-Based Training Significantly Reduces Costs Associated with Traditional Training Methods

Traditional Training was Repetitive and Frequently Missed by Employees

Encina Wastewater Authority (EWA) is an award-winning wastewater plant located in Carlsbad, California. EWA provides wastewater treatment services to six public agencies, which include approximately 300,000 residential customers as well as numerous industries in a 121 square mile service area in North San Diego County. Traditionally, EWA relied on training seminars to ensure that employees were completing essential training. However, due to sporadic participation and varying work and vacation schedules, on numerous occasions this training had to be offered over and over again. The resulting repetitiveness led to a decrease in the quality of the training received by employees and proved to be quite time-consuming.

How Did Staff Respond to Online Training?

In seeking to resolve these issues, it was recognized that an online approach to training would allow employees to complete training around their own schedules, whenever and wherever they had time. However, EWA was reluctant to commit to using TargetSafety's online courses since a substantial portion of EWA's staff was not computer-savvy, and many felt quite apprehensive about new technology. Nevertheless, as staff began to see the numerous benefits of the program, "buy-in" was incredible. Thanks to TargetSafety's simple "point-and-click" design, adopting TargetSafety's solutions gave staff anytime access to training materials from the convenience of their desktop. The process has proved to be simple, efficient, and very cost-effective.

Results

EWA began using TargetSafety's solutions in 2001, and since then EWA has achieved

outstanding training results. Employees have completed over 3,800 courses with an average evaluation rating of 4 out of 5. From an economical standpoint, EWA estimates that they have achieved savings of at least \$34,000 over the past 5 years by utilizing TargetSafety's system.

Another great feature EWA enjoys as a result of using TargetSafety's solutions is the availability/use of 'contact hours.' Courses generally take approximately one hour to complete, and, upon completion, the user receives a certificate for completing the one 'contact hour.' This feature has proved essential in providing the 32 staff members with the mandated 12 contact hours that are required every two years. It also adds up to a significant savings for EWA. Staff members no longer miss work to attend training, and EWA no longer has to provide expensive on-site training courses with no guarantee that staff will attend.

"Target Safety has come a long way in enhancing their product and making it easier than ever for us to use. They have continually kept pace with the safety industry and are constantly improving and upgrading their training. From their ever-growing safety library to their useful contact hour offering to their easy-to-navigate employee resource page and user-friendly helpdesk, one thing is evident: TargetSafety remains dedicated to helping agencies and organizations like mine provide the training essential to operating and maintaining a modern industrialized water treatment facility."

Jeff Leads

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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.