

**Operator Exchange Training Form**

Use this form when applying for Training Contact Hours (TCH) for

Operator Exchange

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| **General Information** | |
| Operator Name: |  |
| Operator Contact Info: |  |
| Certificate Number: |  |
| Name of Hosting Facility: |  |
| Visit Date(s): |  |
| What was the purpose of the Exchange? |  |
| What were the areas of focus?  (circle all that apply) | Operations Lab Management Other \_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **Preliminary Info (fill this out before visit)** | | | |
| List at least three topics you hope to better understand. | |  | |
| What are some issues you have struggled with at your own facility? | |  | |
| How would you like to spend your time during this visit? | |  | |
| What are you hoping to gain/learn from this experience? | |  | |
| **Training Info (fill this out after visit)** | | |
| Time in: |  | |
| Time out: |  | |
| How did you spend your time at the hosting facility? |  | |
| What is the budget base? (Tax or user fees) |  | |
| How does the facility organize and manage their budget? |  | |
| How does the facility determine its long term needs for Capital Improvement Plan (CIP) budgeting? |  | |
| What is the approval process for budgeting proposals? |  | |
| What is the process used to keep track of budget expenses? |  | |
| What budgetary challenges has the facility faced? |  | |
| Does the facility use software to keep track of asset inventory and maintenance? Does this include keeping track of equipment condition and life expectancy for budget planning? |  | |
| What is the facilities hiring process? |  | |
| What attributes do you look for when hiring a new employee? |  | |
| Does management do anything to promote personal growth and learning for their employees? |  | |
| Does the facilities management staff support the employees attending trade shows and being involved in associations such as MEWEA or NEWEA? |  | |
| Are the facilities employee’s members of a union? What are the pros and cons of this? |  | |
| Who is responsible for managing labor relations and what tactics do they use? |  | |
| Is the facility manager involved in union contract negotiations? If so, what are their experiences with this process? |  | |
| How does the facility ensure that permit requirements are met and reported accurately? |  | |
| How involved is the management staff in the day to day work needed to run the facility? |  | |
| Is the facility manager responsible for handling public concerns and complaints? What is that process like? |  | |
| Does the facility manager have to make public statements to the media? What challenges are associated with that? |  | |
| Does the facility have policies for how the employees should respond to the media if approached? |  | |
| Does the visiting facility have a public outreach program such as offering tours or speaking at schools? |  | |
| List 3 things that you have learned during your visit that you might be able to apply to your own facility. |  | |
| Are there any issues that are dealt with differently at your facility that could be useful to the hosting facility? |  | |
| Do you have any suggestions about how this training program could be improved in the future? |  | |
| Would you or anyone at your facility be interested in providing similar training to others? |  | |
| Any other comments or notes. |  | |

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| Trainee signature: |  | Date: |
| Trainer/Host signature: |  | Date: |
| Trainee Supervisor signature: |  | Date: |