

AIMCO

Customer:

Apartment Investment and Management Company (AIMCO)

Web Site:

www.aimco.com

Customer Size:

7,000+

Country or Region:

USA in 47 States

Industry:

Multifamily Housing

Customer Profile:

AIMCO is the largest multifamily REIT with over 230,000 apartment homes under management. Fortune 1000 - S&P 500

Services:

Online training modules

Lead Based Paint (LBP) Training Delivery

Situation

EPA requires LBP awareness and training (hazards, communication, handling, resident disclosures, etc.) for employees at properties that contain LBP; the count at Aimco was 200+ properties and about 700 people. AIMCO had retained a 3rd party consultant to deliver monthly webcast training delivery sessions of two classes “Are You In Compliance (AYC)” (8 hours) & “Lead Safe Worker Practices (LSWP)” (8 hours). The cost was \$2,500 per month, \$30,000 plus the web conferencing costs of approximately \$22,000. A total cost of \$52,000 annually.

Actions

The action taken was to redesign AYC and LSWP courses into Compliance for site leasing staff and convert them into online modules accessed PC based training on the already existing learning management system (LMS). The new lengths of the courses were of 4 and 3 hours, respectively. The “hands-on” LSWP instructor led training was also redesigned.

Results

The conversion from a monthly webcast training to online modules resulted in a number of direct cost savings and labor efficiency gains.

Apart from the financial gains on this project the online training access allowed greater flexibility of the timing of when people took the classes whereas the webcasts were on fixed days and fixed times. Courses could now be taken during non-office rush times and otherwise interrupted by pressing business priorities.

The direct cost reductions on this project were \$52,000 annually and a labor efficiency gain of 3 hours for 350 people, 1,050 hours. Assuming an average labor cost of \$18 per hour the gain was \$18,900.

TOTAL financial upside = \$70,900 annually.

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