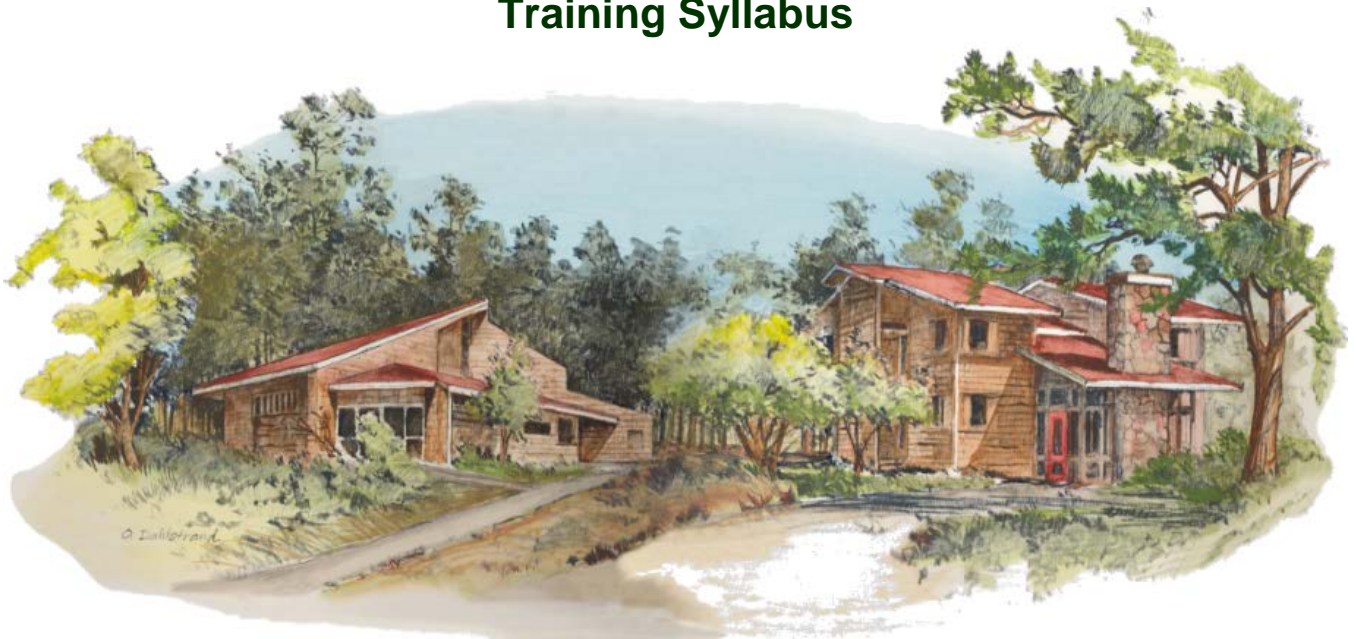


Basic Maintenance Management

January 4-9, 2015

Training Syllabus



William Penn Mott Jr. Training Center



State of California – The Natural Resources Agency

Memorandum

Date: December 18, 2014

To: Supervisor

From: Theresa Bober, Department Training Officer
Training Section
California State Parks

Subject: Employee Attendance at Formal Training
Basic Maintenance Management Group 17

An employee from your office will soon be attending the formal training program described in the attachment. Please ensure that the employee is fully prepared to attend the session and that the groundwork is laid for the employee's implementation of the training upon returning to work. You can assist with capturing the full value of the training by taking the following steps:

Prior to Training

1. Make sure that **specific** employee needs are identified and, if necessary, called immediately to the attention of the Training Coordinator.
2. Review with the employee the reason for the employee's attendance.
3. Review objectives and agenda with the employee.
4. Discuss objectives and performance expected after the training.

Immediately Following Attendance

1. Discuss what was learned and intended uses of the training.
2. Review the employee's assessment of the training program for its impact at the workplace and review the due date of the Post-Training Evaluation form.
3. Support the employee's use of the training at the work place.

Three Months Following Training

1. Supervisor evaluates the effectiveness of the training on the employee's job performance and meets with employee to discuss the evaluation.

Thank you for your assistance in seeing that the full benefit of training is realized.

Attachment
cc: Participant

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Mission Statement Training Section

The mission of the Training Section is to improve organizational and individual performance through consulting, collaboration, training and development.

TRAINING SECTION STAFF

Theresa Bober Department Training Officer
Ann D. Slaughter MTC Manager
Connie Breakfield Field Training Program Manager
Jack Futoran EMS Program Manager
Sara M. Skinner Training Specialist
Dave Galanti Training Specialist
Karyn Lombard Training Specialist
Matt Cardinet Cadet Training Officer
Travis Gee Cadet Training Officer
Pamela Yaeger Assistant Program Coordinator
Edith Alhambra Assistant Program Coordinator
Lisa Anthony Assistant Program Coordinator

THE MISSION

of the California Department of Parks and Recreation is to provide for the health, inspiration and education of the people of California by helping to preserve the state's extraordinary biological diversity, protecting its most valued natural and cultural resources, and creating opportunities for high quality outdoor recreation.



FORMAL TRAINING GUIDELINES

Welcome to formal training, an essential component in your career development.

Since 1969, our Department has been providing a continuously changing number of diverse training programs at its main training facility, the William Penn Mott Jr. Training Center, and other locations including Marconi Conference Center. The Department strives to enhance your learning and job performance with formal training of the highest quality.

Our Department's dedication to training is only one aspect of its commitment to you and to the public. This commitment is costly and represents an important investment in you and your career. You and the Department realize a return on that investment by your positive participation in formal training itself and post training follow-through.

The program you will be participating in is described in this training syllabus, which outlines what you can expect from this training and what is expected of you. This syllabus details what you should do before you leave for training; what to do when you arrive; what you will be doing while in training; and, importantly, what you should be able to do when you return to your work site. Specifically:

1. **SYLLABUS:** The syllabus is now accessible on the Employee Training Management System (ETMS). You should print a copy of the syllabus to bring with you to class. Your copy of this syllabus is an important part of your training experience and should be brought with you to training. Read it before you arrive and review it following the program along with material you received at training.
2. **PRE-TRAINING ASSIGNMENTS:** Your completion of pre-training assignments is essential to the success of your training. You are responsible for all reading assignments in preparation for classroom sessions. Time will be provided during working hours to accomplish any assignments which involve either individual or group efforts and resources.
3. **TRAVEL:** Arrange your travel to and from the training through your District or Office. (No reimbursement for travel expense - including per diem costs - will be

approved for travel not specifically authorized in advance by the District Superintendent.) Individuals may claim reimbursement for incidental expenses incurred as outlined in DAM 0410.6. The Mott Training Center does not have the capability to provide transportation to/from Monterey Airport.

The cost of your travel (airfare, mileage, rental car, etc.) is paid by your District or Office **to** and **from** the location of the training.

4. **HOUSING:** Housing will be assigned to you on a shared-room basis and will be available from 3:00 p.m. on the date of arrival to 12:00 noon on the date of departure. The Department provides your room and board expenses at the Mott Training Center only. No per diem allowance will be authorized for living off-grounds. This does not preclude living off-grounds at your own expense. Advise the Department Training Specialist no later than two weeks before your scheduled arrival if you plan to live off-grounds. No animals are permitted in Asilomar housing. In the event of an emergency, staff must know your room assignment; therefore, you may not switch rooms without staff approval. Overnight guests are not allowed in the buildings unless registered beforehand at the front desk in Asilomar's Administration Building. Quiet hour for lodge living areas is 10:00 p.m.

Note: You may be assigned a room at a motel while attending training. If so you may be asked to present a valid credit or debit card while checking in to your room. Many motels require a credit card to cover charges incurred such as telephone calls, damages to rooms and/or furnishings, fees to clean rooms that have been smoked in that are not designated as smoking rooms, etc. Be prepared to handle this appropriately.

5. **ENROLLMENT OR HOUSING CANCELLATION POLICY:** To cancel participation in a course, the participant must have their District Superintendent or Section/Office Manager send an email to the Training Specialist assigned to the course requesting to remove the participant. If you do not need lodging or must change or cancel your reservation for lodging, you must contact the Mott Training Center or Training Specialist assigned to the course at least 2 weeks prior to your date of arrival. Lodging, registration, and associated fees will be charged to the employee's District or Section/Office if a training cancellation is received with less than two weeks' notice.

The Training Section is committed to ensuring that the reservation that has been made for you is accurate and needed.

6. **OFF-GROUNDS ACCOMMODATIONS:** When authorized to stay off-grounds by the Department Training Specialist, the Mott Training Center will absorb the cost of your room and meals at the current DPR Asilomar rate. If you stay off grounds and have meals on grounds, the Mott Training Center will authorize only what the Department pays Asilomar for lodging.

7. MEALS: Meals will be provided, semi-cafeteria style, from dinner on the date of arrival through lunch on the date of departure. Meals will be served at 7:15 a.m. for breakfast, 12:00 noon for lunch, and 6:00 p.m. for dinner. Hot or box lunches may be provided on some days. If you require a special diet, please contact the Training Specialist Connie Breakfield to request the Asilomar Dietary Restriction form no later than two weeks prior to the course start date. The Training Specialist will forward the form to the appropriate Asilomar Conference Grounds staff.

In order to assist participants with limited mobility, Asilomar provides a shuttle to and from the dining hall. Contact either Asilomar staff upon check-in, or Mott Training Center staff upon your arrival, for instructions on arranging a transport.

8. CLOTHING: Field uniforms as found in "Description of Required Field Uniforms", DOM Chapter 2300, Uniform Handbooks, will be worn daily by all uniformed employees during formal training sessions **unless otherwise specified in the Program Attendance Checklist**. Non-uniformed employees shall wear apparel normally worn on the job. Appropriate attire includes apparel suitable for professional office dress. It does not include such items as shorts, t-shirts, tank tops, or sandals.

Because we are on the conference grounds with many other groups, and the image we project as State Park employees is important not only during working hours but off duty hours as well, your informal sportswear should be appropriate.

9. ROOM SAFES: Two safes have been installed in each of the lodge rooms used by the Mott Training Center (Live Oak, Tree Tops, and Deer Lodge). These safes are a type that allows the user to input their own combination of numbers to facilitate opening and closing. The Mott Training Center has a master key for emergency entry. Safes are to be left in the open position when checking out of your room.
10. WEAPONS: Weapons are permitted in rooms under the following conditions. Authorized firearms and magazines stored while at the Mott Training Center shall be in a safe condition and stored in one of the following locations: your room safe in Live Oak, Tree Tops, or Deer Lodge, one of the Mott Training Center's safes in the Whitehead Room or secured in your vehicle.
11. ALCOHOLIC BEVERAGES: Participants shall not possess or consume alcoholic beverages in common areas (living room) while on the Asilomar Conference Grounds unless provided and hosted by Concessionaire ARAMARK.
12. SMOKING: Smoking is not permitted in the Mott Training Center or in any lodge or guest room on the Asilomar Conference Grounds.
13. TRAINING CENTER: The Mott Training Center is located on Asilomar Conference Grounds, part of Asilomar State Beach. The Conference Grounds are operated for

our Department by a concessionaire, and all lodging and food services are provided to us by employees of the concessionaire. Constant efforts are made to maintain a sound, harmonious working relationship between the Department and concessionaire. None of us can expect preferential treatment for any reason and, as a departmental employee you will be expected to join in our continuing effort toward an effective relationship with each Asilomar concession staff member. On occasion, non-departmental groups may be staying in the same lodges. It is imperative that you represent the Department well on and off duty.

14. **REGISTRATION:** When you arrive at Asilomar Conference Grounds, proceed directly to the front desk at the Asilomar Administration Building for your room key and dining room ticket. If you require vegetarian meals, notify the front desk representative and your meal ticket will be marked accordingly.
15. **COURSE LEADERS:** The formal training you will attend is developed and, for the most part, conducted by experienced State Park employees in field and staff positions. Some courses will be conducted by qualified instructors from other agencies and educational institutions. Your course leaders have proven their ability and knowledge in their profession, and provide a level of expertise difficult to match.
16. **TRAINING SECTION STAFF:** Connie Breakfield is your Training Specialist and has been assigned the responsibility for your training group. That staff member usually serves as a Course Leader as well as a Coordinator. During the program, you may be asked to assist Training Section Staff in the logistics of your training program (organizing field trip transportation, supervising classroom breaks, etc.). Training Section Staff will do all within their power to make your training experience pleasant and meaningful.
17. **TRAINING MATERIALS:** May be made available to you at both your unit and the Mott Training Center. Handout materials issued at your unit should be brought to training for possible use. A conference binder or notebook will be issued to you at the training session for note taking and convenience in handling materials. Bring your own pens and pencils.
18. **ATTENDANCE:** Regular attendance is a critical course requirement and your participation is important to the success of this training. An absence of more than 10% of the course hours constitutes grounds for dropping a participant from the course. The Department Training Specialist may modify this requirement based upon participant knowledge level and/or the portion of the course missed. All absences, except those of an emergency nature, must be approved in advance by the Training Specialist.
19. **VEHICLES:** All vehicles should be parked in the lots adjacent to the Mott Training Center. Any questions regarding use of a State vehicle while at the Mott Training

Center should be discussed with your supervisor prior to your departure for training, or with your Program Coordinator while at the Mott Training Center.

20. BICYCLES: If you bring your bicycle, store it in the bicycle shed next to the Mott Training Center. Bicycles may not be brought into any building nor chained to lamp posts, trees, etc. The Mott Training Center has a limited number of bicycles available for your use. Prior to your use, you are required to complete a safety inspection and sign a waiver which is posted in the bicycle shed.
21. MAIL: Mail forwarded to you during your time at the Center should be addressed to you in care of:

Department of Parks and Recreation
WILLIAM PENN MOTT JR. TRAINING CENTER
PO Box 699, Pacific Grove, CA 93950
22. CELL PHONES: As a courtesy to your fellow participants and course leaders ensure that your cell phone is turned off during classes. Participants should not be receiving or making cell phone calls during class time. Limit those calls to your breaks.
23. FAX: The Mott Training Center's FAX number is (831) 649-2824.
24. TELEPHONE: Limit phone calls during classroom hours to urgent business or emergencies. Anyone wishing to contact you by telephone during working hours should call the Center at (831) 649-2954. Calls after 5:00 p.m. or during weekends should be made to (831) 372-8016, Asilomar Conference Grounds, and the caller should tell the switchboard operator you are with a California State Parks training group. **Note: There are no longer pay telephones outside of the Mott Training Center. There are pay telephones located at the Asilomar Administration Building.**
25. LAUNDRY AND DRY CLEANING: May be taken care of by you at one of several local establishments.
26. RECREATION: Facilities available on grounds include a heated swimming pool, pool tables, and a volleyball court. The Monterey area offers horseback riding, golf, tennis, racquetball, deep sea fishing, and many historical landmarks and scenic sights to explore.
27. POST-TRAINING ASSIGNMENTS: In connection with formal training are to be completed under the direction of your supervisor.
28. COFFEE BREAK REFRESHMENTS: Will be available throughout each session. You will be asked to contribute to the "Hospitality Fund" to defray expenses. Bring your own coffee cup.

PROGRAM ATTENDANCE CHECKLIST

To assist you in your preparation for formal training session at the William Penn Mott Jr. Training Center the following list is provided:

- _____ 1. Read and understand the Basic Maintenance Management syllabus prior to your arrival at the Training Center.
- _____ 2. Complete the following pre-training assignment; be prepared to submit on the first day of class.
 - Bring a sample of a PID, level II with a budget.
 - Review DOM 1600.
 - Bring a copy of your Schedule 9 list for the last 3 years.
- _____ 3. Discuss the program agenda and objectives with your Supervisor/Manager.
- _____ 4. Develop a list of program expectations.
- _____ 5. Arrange your travel through your Unit/District Office.
- _____ 6. Remember to bring the following with you to training:
 - Basic Maintenance Management syllabus.
 - Reusable coffee cup, refillable water bottle alarm clock, pens, and pencils.

If you have questions or need assistance, contact Training Specialist Connie Breakfield at 831-649-2958 or Connie.Breakfield@parks.ca.gov.

POST-TRAINING ASSIGNMENT

Prior to ninety days after the completion of this program, the employee and his/her supervisor should discuss the impact and assess the effectiveness this program has had on the employee.

The post-training evaluation process is intended to provide a bridge between classroom instruction and the on-the-job application of training. The information obtained through this process will assist the training participant, supervisor, and Training Section in providing a return on the investment the Department has on training.

BASIC MAINTENANCE MANAGEMENT GROUP 17
January 5-10, 2015

Sunday
January 4

1500	REGISTRATION: <i>Check-in at the Asilomar Administration Building</i>	All
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Monday
January 5

0800-0900	Orientation / Registration / Expectations	Combs
0900-0930	Facility Management Division Overview	Knapp/Allsop/Stehl
0930-1200	Special Programs	Allsop
	Housing	Schoppman
	Haz Mat / Storm Water	Allsop
	Roads and Trails	Stehl/Allsop
	Signs	Allsop
	FEMA	Moses
1200-1300	Lunch	
1300-1500	Project Planning / PID Project Development	Schoppman/Allsop
1500-1700	Project Planning / PID Budget Development	Moses/Allsop

Tuesday
January 6

0800-1000	CAMP Overview	Schoppman/Sederquist
1000-1200	Equipment Management / Budget Program	Belltawn
1200-1300	Lunch	
1300-1430	Health and Safety Program / IIPP	Tucker
1430-1600	Labor Relations Unit 12 and 13	Honeycutt/Miranda
1600-1700	American Disabilities Act	Harris

Wednesday
January 7

0800-1000	A&DD Overview / Service Center PM	Birkhead
1000-1100	MYCOP Timeline / Large Project Selection	Knapp
1100-1200	Budget Allocation / Change Proposal Process	Manges/Burgess
1200-1300	Lunch	All
1300-1400	BCP Development Process	Manges/Burgess
1400-1500	Group Assignment of Capital Outlay BCP Project	Allsop
1500-1700	Multidisciplinary Management	Chamberlin/Hartzell

BASIC MAINTENANCE MANAGEMENT GROUP 17
January 5-10, 2015

Thursday
January 8

0800-1200	BCP Package Development (Groups)	All
1200-1300	Lunch	
1300-1700	BCP Package Development (Groups)	All

Friday
January 9

0800-0900	Parks Forward	Knapp
0900-1100	Facilities / Resources Roundtable	Knapp/Chamberlin/ Hartzell
1100-1200	Program Summary and Evaluation	Combs
1200	Departure	

BASIC MAINTENANCE MANAGEMENT

<u>PROGRAM OUTLINE</u>	<u>HOURS</u>
Orientation / Registration / Expectations	1
Facility Management Division Overview.....	2.5
Special Programs.....	2.5
Housing	
Haz Mat / Storm Water	
Roads and Trails	
Signs	
FEMA	
CAMP Overview.....	2
Health and Safety Program IIPP / THA	1.5
Equipment Management and Budget.....	2
Acquisition and Development Division	2
Project Planning / Park Infrastructure Database (PID) /	8
Project Evaluation Form (PEF)	
Budget Allocations.....	2
Budget Allocation and Budget Change Proposal (BCP) Process.....	11
American Disabilities Act (ADA)	1
Program Summary and Evaluation	0.5
TOTAL HOURS	36

BASIC MAINTENANCE MANAGEMENT

PROGRAM ORIENTATION

Purpose: To introduce program participants and instructors, establish program norms, and complete administrative requirements.

Performance Objectives: By the close of the session the participant will

1. Be introduced to the program coordinator and other training participants.
2. Review the program content, procedure, and evaluation process.
3. Discuss Marconi Conference Center guidelines and facility accommodations.
4. Share expectations for the training program.

FACILITY MANAGEMNT DIVISION OVERVIEW

Purpose: To define facility management and relate the Division to the maintenance function and to the Department's mission.

Performance Objectives: By the close of the session the participant will

1. Recognize what facility management means.
2. Know what programs maintenance supervisors manage.
3. Understand the importance of program management in reducing maintenance workload and in meeting the Department's mission.
4. Be informed of current events and changes that will affect maintenance operations impact on maintenance management.

PROJECT PLANNING / PARK INFRASTRUCTURE DATABASE (PID)

Purpose: To define Project Planning in terms of the maintenance function and to the Department's mission.

Performance Objectives: By the close of the session the participant will

1. Define the need for programmatic project planning tools.

2. Demonstrate that ability to effectively use planning tools.
3. Identify programmatic elements to differentiate project types.

SPECIAL PROGRAMS

Purpose: To review the Facility Management Division Special Programs and define the maintenance supervisor's responsibilities in these maintenance management functions.

Performance Objectives: By the close of the session the participant will

1. Have a better understanding of the Facility Management Division's Special Programs and how they evolved to their current state.
2. Identify important contact information regarding the various programs.
3. Demonstrate the ability to effectively use these programs in their units.

HEALTH AND SAFETY PROGRAM

Purpose: To review the Department's Safety Program and define the maintenance manager's responsibilities.

Performance Objectives: By the close of the session the participant will

1. Have an understanding of the Department's Safety Program and the components of the Injury Illness Prevention Plan (IIPP).
2. Effectively identify problems, review accidents, prevent accidents and help their unit to work more safely.
3. Demonstrate the ability to write an effective Task Hazard Analysis (THA).

EQUIPMENT MANAGEMENT PROGRAM / EQUIPMENT BUDGET

Purpose: To review the Department's Equipment Management Program and define the maintenance supervisor's responsibilities in this maintenance management function.

Performance Objectives: By the close of the session the participant will

1. Have a better understanding of the Department's Equipment Maintenance Program and how it evolved to its current state.

2. Become knowledgeable in the use of and process of the Vehicle Use Report.
3. Use the Property Management Program.
4. Review how to budget for new and replacement equipment.
5. Correctly arrange for equipment repairs and authorize payment.

CAMP OVERVIEW

Purpose: To provide the new maintenance manager with a brief orientation to the role and function of the CAMP program.

Performance Objectives: By the close of the session the participant will

1. Define the relationships involved in the use of CAMP.
2. Know the kind of support available from the Facility Management Division.
3. Review the types of data available from and needed to operate CAMP.

ACQUISITION AND DEVELOPMENT DIVISION (A&DD)

Purpose: To provide the new maintenance manager with an understanding of the role and function of the Acquisition and Development Division, Service Centers and the Districts.

Performance Objectives: By the close of the session the participant will

1. Define the working relationship between Headquarters, Districts and the Service Centers.
2. Know the kind of support available from the A&DD and Service Centers and the procedure for submission of project requests.
3. Understand the workload of the A&DD and the Service Centers and gain a sense of the time required to process project requests.

PROJECT MANAGEMENT

Purpose: To provide the new Maintenance Manager with an understanding of construction management, contracting rules and types of contracts and how to keep contractors and the state in compliance with contract documents.

Performance Objectives: By the close of the session the participant will

1. Be exposed to inspection logs and other field contract documents.
2. Identify types of allowable changes in contracts.
3. Become aware of Critical Path Management in the scheduling of construction work.
4. Correctly interpret contract documents.

AMERICAN DISABILITIES ACT (ADA)

Purpose: To review the Department's ADA policies.

Performance Objectives: By the close of the session the participant will

1. Begin to understand the requirements of the ADA.
2. Identify cases in which it may be required.
3. Administer it in their program.

BUDGET ALLOCATION AND THE BUDGET CHANGE PROPOSAL (BCP) PROCESSES

Purpose: To give new Maintenance Managers an understanding of how project priorities are established, allocations are made, the Multi Year Capital Outlay Program (MYCOP), and the BCP Process.

Performance Objectives: By the close of the session the participant will

1. Describe how projects are evaluated and a statewide priority list established.
2. How funding allocations are made.
3. Identify the characteristics of a well-prepared project request.
4. Practice writing project requests.
5. Background on the BCP and the process in requesting a permanent change to a budget.

PROJECT EVALUATION FORM (PEF)

Purpose: To give new Maintenance Managers an understanding of how Project Evaluation Form (PEF) helps guide the first steps in the planning.

Performance Objectives: By the close of the session the participant will

1. Identify the need for the PEF.
2. Define the uses of the PEF.
3. Demonstrate the ability to successfully write a PEF.

Training Center, 837 Asilomar Blvd., Pacific Grove, CA 93950

