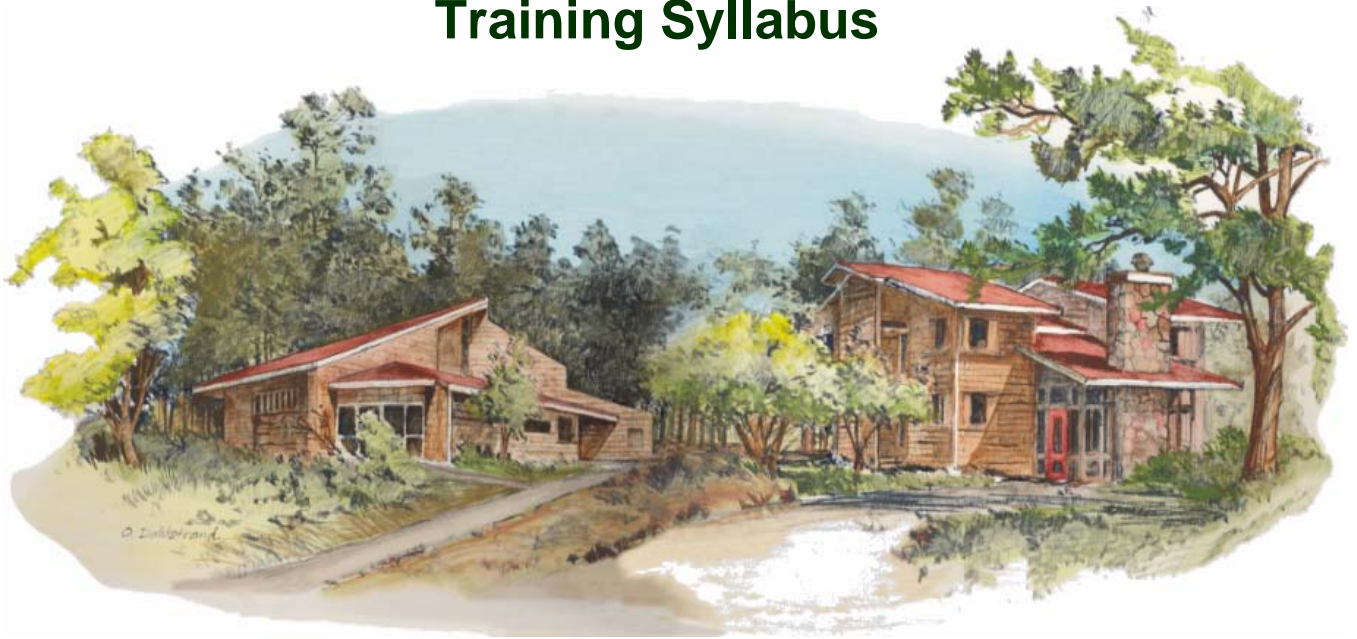


# FACILITY MANAGEMENT

January 31-February 4, 2010

Training Syllabus



William Penn Mott Jr. Training Center



# Memorandum

**Date:** January 7, 2010  
**To:** Supervisor  
**From:** Department of Parks and Recreation  
William Penn Mott Jr. Training Center  
**Subject:** Employee Attendance at Formal Training  
Facility Management

An employee from your office will soon be attending the formal training program described in the attached. Please insure 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.

### Prior to Three Months Following Training

1. Employee after discussion with the supervisor login to the Employee Training Management System (ETMS) to complete the Post-Training Evaluation form.
2. Supervisor evaluates the effectiveness of the training on the employee's job performance and login to the ETMS to complete the Training Effectiveness Assessment form.

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



Tina L. Williams  
Department Training Officer

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 CENTER STAFF

Tina Williams ..... Department Training Officer  
Pat Bost ..... Office Manager  
Joanne Danielson ..... Academy Coordinator  
Chuck Combs ..... Training Specialist  
Sara M. Skinner ..... Training Specialist  
Dave Galanti ..... Training Specialist  
Karyn Lombard ..... Training Specialist  
Connie Breakfield ..... Cadet Training Officer  
Matt Cardinet ..... Cadet Training Officer  
Pamela Yaeger ..... Assistant Program Coordinator  
Bill Spencer..... Assistant Program Coordinator  
Edith Alhambra ..... Assistant Program Coordinator  
Eric Marks.....Program Assistant

## 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

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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 and, most recently, the Two Rivers Training Facility in Sacramento. 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:** 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 site 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.

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 10:00 a.m. on the date of departure. The Department provides your room and board expenses at the Marconi Conference Center only. No per diem allowance will be authorized for living off-grounds. This does not preclude living off-grounds at your own expense. 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 the Marconi Conference Center Administration Building.
5. **HOUSING CANCELLATION POLICY:** If you do not need lodging or must change or cancel your reservation, you must contact the Training Center at least 72 hours prior to your date of arrival. Lodging, registration and associated fees will be charged to the employee's District or Office if a training cancellation is received with less than 72 hours notice.

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

6. MEALS: Meals will be provided from dinner on the date of arrival through lunch on the date of departure. Meals will be served at 7:00 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, notify the Marconi Conference Center no later than one week before your scheduled arrival.
7. CLOTHING: Field uniforms as found in "Description of Required Field Uniforms", DOM Chapter 2300, Uniform Handbooks, not including optional items, 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 professional business attire.

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.

8. 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.
9. TRAINING SECTION STAFF: Chuck Combs is your Training Specialist and has been assigned the responsibility for your training group. You may be asked to assist Training Staff in the logistics of your training program, please work with Training Staff to help make your training experience pleasant and meaningful.

10. ATTENDANCE: Regular attendance is a critical course requirement and your participation is important to the success of this training. All absences, except those of an emergency nature, must be approved in advance by the Training Specialist.
11. TRAINING MATERIALS: May be made available to you at both your unit and at the Marconi Conference 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. Please bring your own pens and pencils.
12. 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. Please limit those calls to your breaks.

Please remember that cell reception is poor at Marconi. There is a payphone which takes prepaid phone cards or coins. If you have a phone in your room you can also use a prepaid calling card. There is one computer available for checking email in the Administration Building. There is also wi-fi access, which requires a pre-established account or a fee for use which cannot be charged to your room.

13. TELEPHONE: Limit phone calls during classroom hours to urgent business or emergencies. Anyone wishing to contact you by telephone during working hours should call (415) 663-9020.
14. COLLEGE CREDIT: Most Training Section programs are accredited by Monterey Peninsula College for lower division credit. If you successfully complete an accredited program, you will receive either a letter grade or a credit/no-credit designation.
15. MPC STUDENT ID: If you have filled out an MPC application before, you have already been issued a student ID number to use in lieu of your SSN on future applications. You can obtain your MPC ID number by going to their secure website and providing your SSN number (no name required) and birthdate.

<https://autobahn.mpc.edu/scripts/autobahn.exe/Execute?Application=WebReg&Program=REPORT-SR-FIND-SSN>

Newcomers to training will still need to provide their SSN on the first MPC application only, after which a student ID number will be assigned and available at the web address above within a few weeks of the program's conclusion. You can store your MPC ID numbers in your ETMS Profile for future reference.

16. POST-TRAINING ASSIGNMENTS: In connection with formal training are to be completed under the direction of your supervisor.

◆ **Marconi Conference Center**  
 ◆ **PLANNING INFORMATION**

*To make your visit as comfortable and satisfying as possible, please take a few moments to read the following.*

◆ **CHECK-IN/CHECK-OUT**

Please check in at the Front Desk. Follow the signs for Check-in.

Check-in: 3 p.m. to 11 p.m.  
 Check-out: 7 a.m. to 10 a.m.  
 (Bring your key)

Late check-out (after 10 a.m.) will incur an additional day's charge.

◆ **DINING**

Meals are served in Redwood Dining Hall.

Breakfast buffet: 7 a.m. to 9 a.m.  
 Lunch buffet: 11:30 a.m. to 1:30 p.m.  
 Full service dinner: 6 p.m. to 8 p.m.

◆ **LODGING**

You may wish to bring: shampoo, flashlight, comfortable shoes for hilly trails. Please note cooking and other appliances, candles and incense are not allowed, and food should not be kept in your room as it attracts insects.

◆ **PARKING**

Please park in designated parking spaces only and observe the law regarding spaces for the handicapped. Campers, recreational vehicles and motor homes are not permitted.

◆ **DRIVING**

Please drive slowly and carefully, yielding to pedestrians, bicyclists and animals. The speed limit is 15 mph, and all signs and barriers must be observed.

◆ **GAS STATIONS**

The closest gas station is located in Point Reyes Station, 15 minutes to the south.

◆ **TELEPHONES**

Your guestroom has a private telephone number which you can give callers after you check in, as well as a port for your modem. All outbound telephone and modem calls require a toll-free 800 number. Bring your calling card for phone calls; check with your ISP for 800-number access. Most cellular phones DO NOT work at Marconi Conference Center.

◆ **MESSAGES, FAXES, MAIL**

If your callers would like to leave a message, give them this number:

**Front Desk Telephone: (415) 663-9020**

You may also want to give them your lodging building, room number and name of conference, to expedite receiving emergency messages.

We post messages for guests on the message board. We'll also post a notice if you receive mail or a package. *Emergency messages will be delivered.*

If you wish to receive a fax, use this number:

**Front Desk Fax: (415) 663-1731**

We will post a notice on the message board when your fax arrives and collect the service charge when you pick it up.

If you wish to receive mail, use this address:

(your name), (conference name)  
 c/o Marconi Conference Center  
 P.O. Box 789, 18500 State Route 1  
 Marshall, CA 94940

We will post a notice on the message board and hold your mail at the Front Desk.

no charge. Our commissary sells snacks, cold drinks, personal hygiene items, flashlights/batteries, writing supplies, stamps. We have a selection of Marconi souvenirs such as shirts, hats, mugs and other items that make wonderful remembrances of your stay with us. Our Front Desk staff can also help you with local information.

◆ **BUSINESS CENTER**

The Business Center is located in the Pelican Building lounge and is open 7 am to 11 pm. For your convenience, we are pleased to provide **free of charge**, the following services:

- ◆ Internet / E-mail
- ◆ Computer with MS Office
- ◆ LaserJet Printer
- ◆ Photocopier

◆ **WALKING & EXPLORING**

Marconi Conference Center is a unit of the California State Park system and all natural elements such as branches, pine cones, mushrooms and flowers are protected by state law and may not be removed. Camping and campfires are not permitted. We suggest walking on designated footpaths to avoid poison oak. The pine needles can be slippery—please use caution. We recommend flashlights at night.

◆ **SMOKING**

State law prohibits smoking in or within 50 feet of Marconi Conference Center buildings. Ashtrays are located at entrances, on decks and on patios. Smoke only in paved areas and please use extreme caution when smoking on the property.

◆ **PETS**

With the exception of guide dogs for the handicapped, *pets are not permitted* in Marconi

Conference Center buildings and cannot remain on the property overnight. Dogs must be on a leash at all times.

◆ **ENJOY!**

We hope that between highly productive meetings you'll have some time to appreciate the rich human and natural history that surrounds us here. Please let us know if there is anything we can do to enhance your stay.



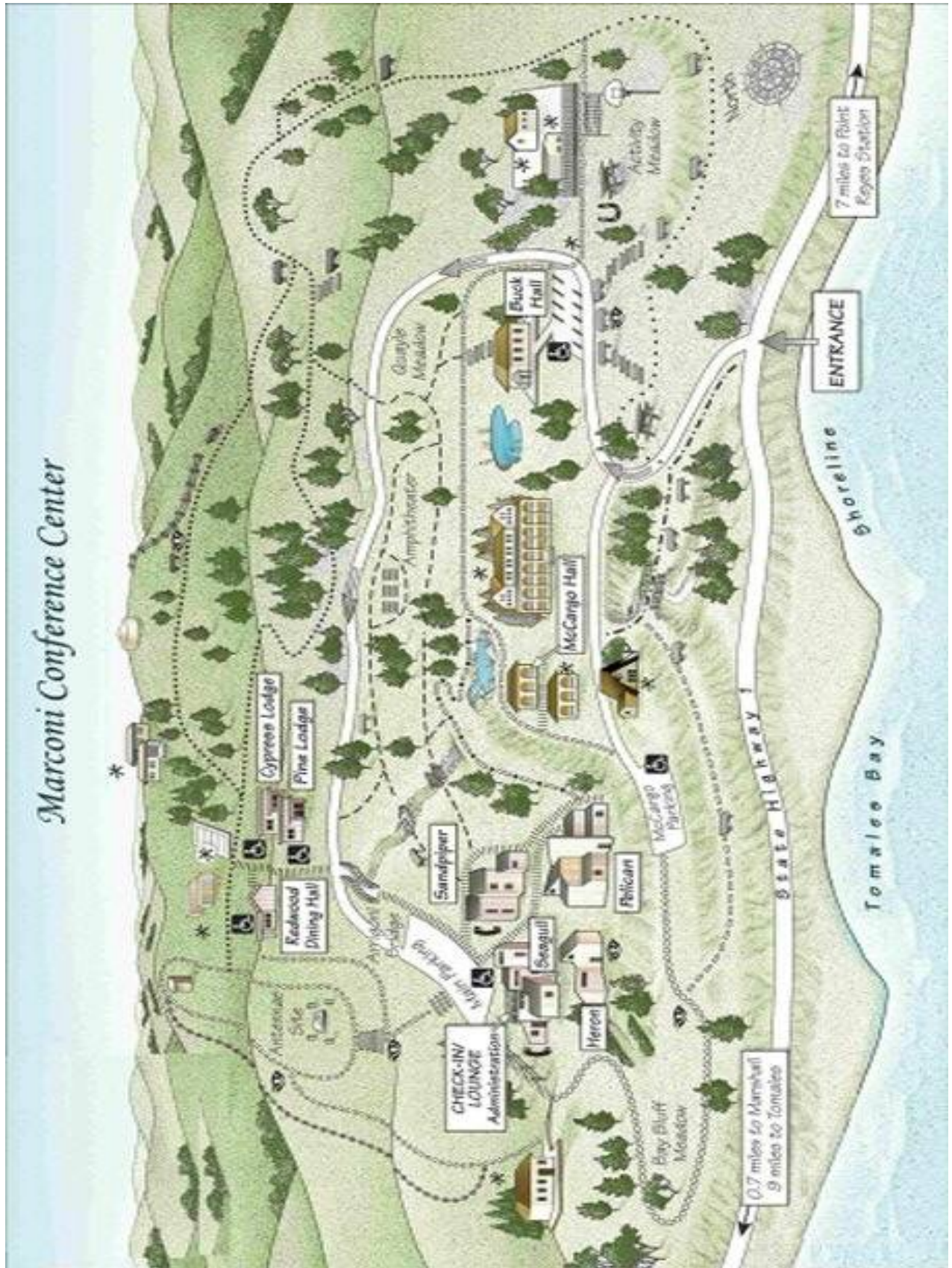
*Marconi Conference Center's guestrooms overlook Tomaes Bay*

◆ **EMERGENCIES**

Between 11 p.m. and 7 a.m., the recorded message on (415) 663-9020 tells callers how to contact a guest or Marconi staff member in an emergency.

◆ **GUEST SERVICES**

In the front desk area we have games, reading material and a VCR with a selection of movie videos; volleyball, badminton and horseshoe equipment; ice, irons and ironing boards, all at



*Marconi Conference Center*



◆ **Marconi Conference Center**  
 ◆ **GETTING TO MARCONI**  
**(415) 663-9020**



◆ **FROM SANTA ROSA**

Highway 101 South to Petaluma. Exit at East Washington Street. Turn right (west) on Washington Street, continue about 1.5 miles. Washington Street becomes Bodega Avenue. Continue on Bodega Avenue for about 7 miles. At Coast Guard sign, turn left (west) on Petaluma/Tomales Road. Continue on Petaluma/Tomales Road for about 7 miles to Highway 1 (Shoreline Highway). Turn left (south) on Highway 1, continue about 7-1/2 miles through Marshall until you see Marconi on the left.

◆ **FROM SACRAMENTO**

Take Interstate 80 West. Just before Vallejo, take Highway 37 west toward San Rafael. Continue west on Highway 37 over Highway 101 (stay to the right). Take South Novato Boulevard exit. Continue north on Novato Boulevard for about 8-1/2 miles through Novato. When Novato Boulevard ends turn right, continue about 1000 feet. Turn left (west) on Hicks Valley Road (sign indicates "To Marshall"). Continue on Hicks Valley/Wilson Hill Road about 2-1/2 miles until it ends. Turn left (south/west) on Marshall Petaluma Road. Continue for about 11 miles until it ends at Highway 1 (Shoreline Highway). Turn left on Highway 1 and continue about 1 mile to Marconi on the left.

◆ **FROM OAKLAND/EAST BAY:**

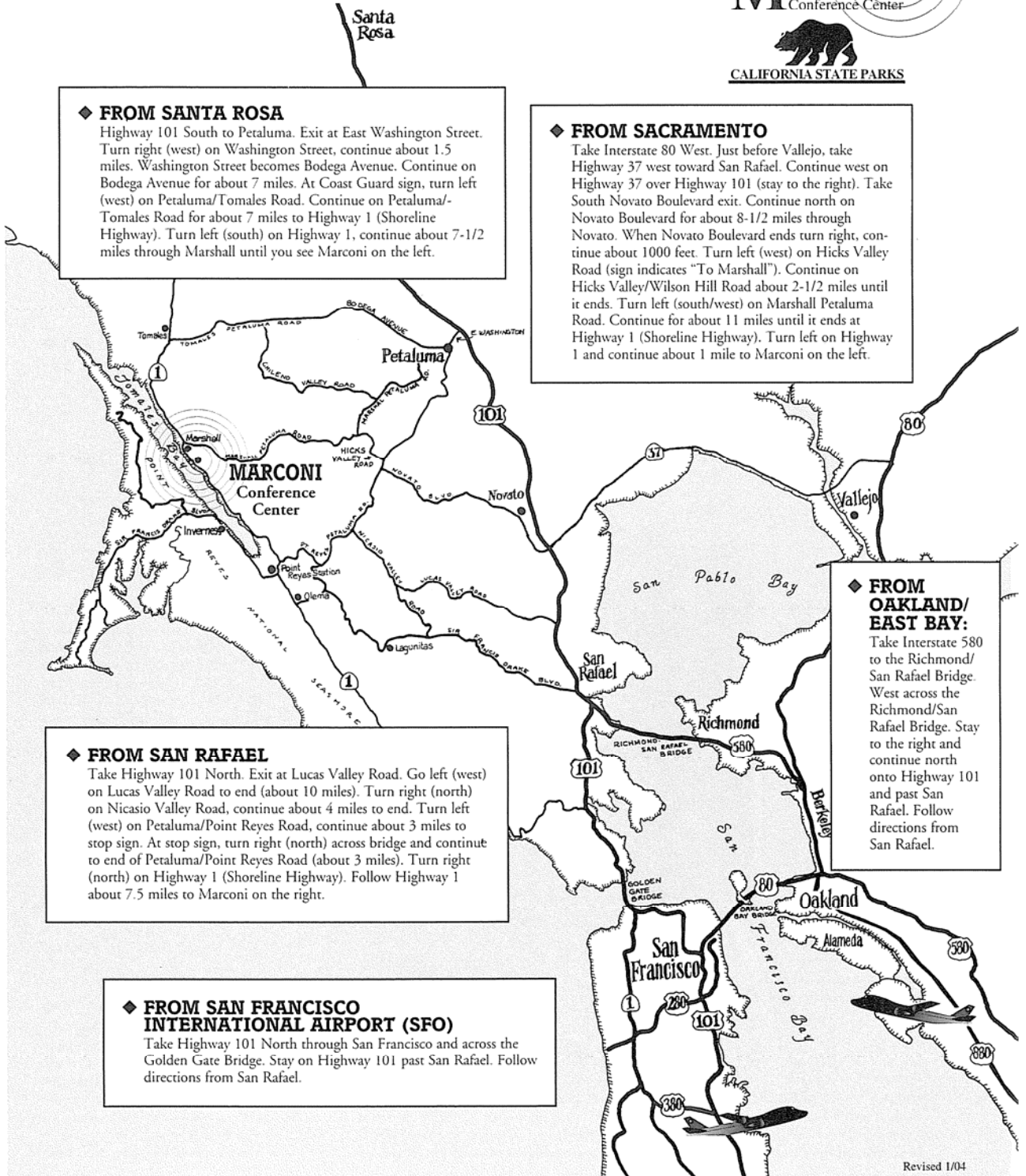
Take Interstate 580 to the Richmond/San Rafael Bridge. West across the Richmond/San Rafael Bridge. Stay to the right and continue north onto Highway 101 and past San Rafael. Follow directions from San Rafael.

◆ **FROM SAN RAFAEL**

Take Highway 101 North. Exit at Lucas Valley Road. Go left (west) on Lucas Valley Road to end (about 10 miles). Turn right (north) on Nicasio Valley Road, continue about 4 miles to end. Turn left (west) on Petaluma/Point Reyes Road, continue about 3 miles to stop sign. At stop sign, turn right (north) across bridge and continue to end of Petaluma/Point Reyes Road (about 3 miles). Turn right (north) on Highway 1 (Shoreline Highway). Follow Highway 1 about 7.5 miles to Marconi on the right.

◆ **FROM SAN FRANCISCO INTERNATIONAL AIRPORT (SFO)**

Take Highway 101 North through San Francisco and across the Golden Gate Bridge. Stay on Highway 101 past San Rafael. Follow directions from San Rafael.



Revised 1/04

## 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 Facility Management Program Syllabus prior to your arrival at Marconi.
  
- \_\_\_\_\_ 2. Complete the following pre-training assignments and e-mail or fax it to the Mott Training Center by **January 25, 2010.**
  - Submit a question that relates to a long term challenge in your facilities, operation, or equipment that has defied solution thus far. Phrase your question to fit in one of the following categories: budgetary, change in staffing, or equipment solutions.
  
  - Develop a list of program expectations. Your expectations will be provided to course leaders to assist in the preparation for the program.
  
  - Submit your pre-training assignment to: fax (831) 649-2824 or [chuck@parks.ca.gov](mailto:chuck@parks.ca.gov).
  
  - Review DOM 0800(old), 1000(old), and 1100 (old) prior to attending training.
  
- \_\_\_\_\_ 3. Discuss the program agenda and objectives with your Supervisor/Manager.
  
- \_\_\_\_\_ 4. Arrange your travel through your District/Section Office.
  
- \_\_\_\_\_ 5. Remember to bring the following with you to training:
  - Facility Management Program Syllabus.
  
  - Alarm clock, coffee cup, pens, pencils.

If you have questions or need assistance call the Program Coordinator Chuck Combs at 831-649-7124 or email [chuck@parks.ca.gov](mailto:chuck@parks.ca.gov).

**FACILITY MANAGEMENT GROUP 1 – AGENDA – January 31-February 4, 2010**

**Sunday**

**January 31**

1500-	REGISTRATION: <i>Check in at the Marconi Administration Building.</i>	All
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**Monday**

**February 1**

0800-0900	Orientation/Registration/Expectations	Combs
0900-0930	Facility Management Division Overview	Bradshaw/Rogers/ Earls-Holiday/ Rogers/ Earls-Holiday
0930-1200	Special Programs-Housing/Haz Mat/Roads/ Storm Waters/Signs/Tree Hazards/FEMA/Traffic	Earls-Holiday
1200-1300	Lunch	
1300-1500	Primitive Roads/Trails Program	Knapp
1500-1700	Project Planning/PEF	Mennell/ Knapp

**Tuesday**

**February 2**

0800-1000	Budget	Lopez
1000-1200	BCP	Lopez
1200-1300	Lunch	
1300-1500	A&DD Overview/Project Management	Birkhead
1500-1700	Project Planning (Groups)	Mennell/Knapp

**Wednesday**

**February 3**

0800-1000	CAMP Overview	Earls-Holiday/Rogers
1000-1200	Equipment Management Program	Belltawn/Rowan
1200-1300	Lunch	
1300-1500	Project Planning (Groups)	Mennell/Knapp
1500-1700	ADA	Martin

**Thursday**

**February 4**

0800-1000	SAFETY/IIPP	Knapp/Mennell
1000-1200	Project Planning (Groups-Report Out)	All
1200-1230	Program Summary and Evaluation	Combs
1230-	Departure	

PROGRAM: FACILITY MANAGEMENT

PROGRAM OUTLINE	<u>Hours</u>
Orientation/Registration/Expectations .....	1.0
Facility Management Division Overview.....	.5
Special Programs.....	2.5
Housing.....	
Haz Mat.....	
Roads.....	
Signs .....	
Trees Hazards.....	
FEMA .....	
Traffic .....	
CAMP Overview .....	2.0
Safety Injury and Illness Prevention Plan/Task Hazard Analysis .....	2.0
Equipment Management .....	2.0
Primitive Roads/Trails Program.....	2.0
Acquisition and Development Division .....	2.0
Project Planning/Project Evaluation Form .....	8.0
Budget Allocations .....	2.0
Budget Change Proposal Process .....	2.0
ADA.....	2.0
Program Summary and Evaluation .....	<u>.5</u>
TOTAL HOURS	28.5

## PROGRAM OBJECTIVES FOR FACILITY 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.
5. Complete Monterey Peninsula College registration.

### 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

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.

### SAFETY

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 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 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

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 PROCESSES

Purpose: To give new Maintenance Managers an understanding of how project priorities are established and allocations are made and the BCP.

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

Purpose: To give new Maintenance Managers an understanding of how the 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.