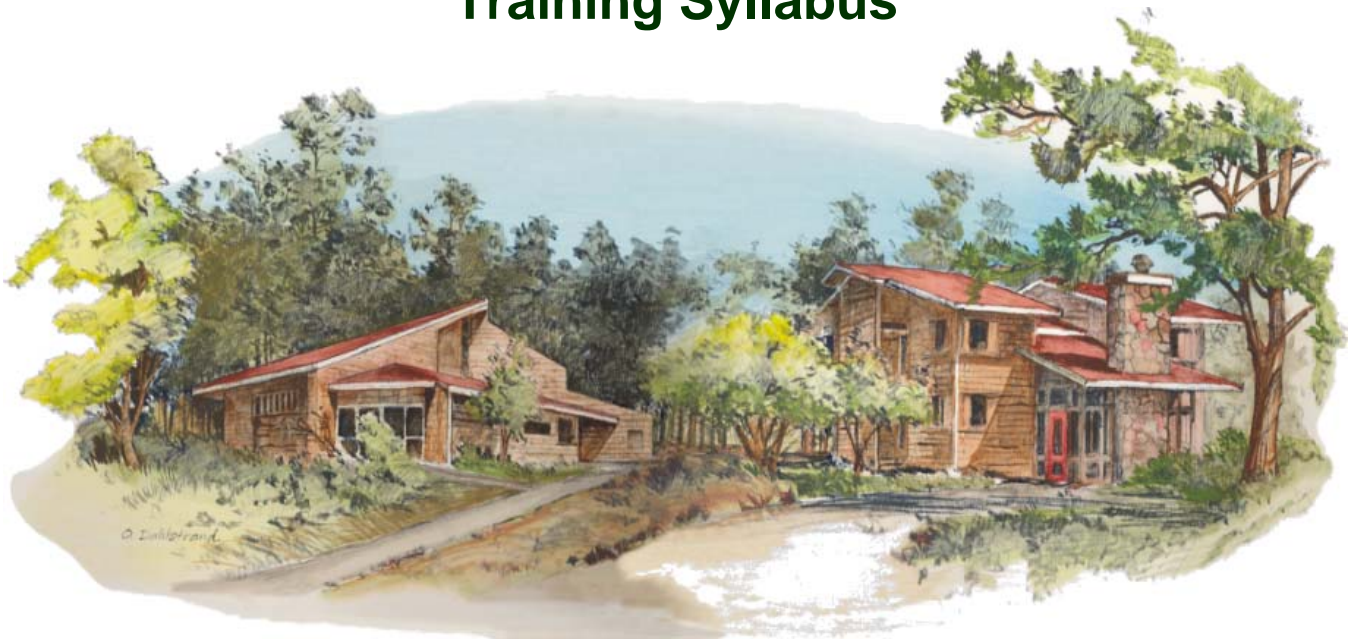


# MAINTENANCE LEADERSHIP AND ADMINISTRATION

June 19-24, 2011

Training Syllabus



William Penn Mott Jr. Training Center



# Memorandum

Date: June 8, 2011

To: Supervisor

From: **William Penn Mott Jr. Training Center**  
Department of Parks and Recreation

Subject: Employee Attendance at Formal Training  
Maintenance Leadership and Administration Group 2

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.***

### MOTT TRAINING CENTER STAFF

Tina Williams ..... Department Training Officer  
Pat Bost ..... Office Manager  
Matt Cardinet ..... (Acting) Academy Coordinator  
Chuck Combs ..... Training Specialist  
Sara M. Skinner ..... Training Specialist  
Dave Galanti ..... Training Specialist  
Karyn Lombard ..... Training Specialist  
Dan Kraft..... Cadet Training Officer  
Pamela Yaeger ..... Assistant Program Coordinator  
Edith Alhambra ..... Assistant Program Coordinator  
Rogers Williams..... Program Assistant

## THE MISSION

*of the California State Parks 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**

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. (Pre-training assignments are listed in the "Training Attendance Requirements" section.)
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 (air fare, 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. Please advise the Department Training Officer no later than one week 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.

**Please 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. Please 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 72 hours 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 72 hour's notice.

**The Mott Training Center 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 Officer, the Mott Training Center will pickup 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, notify the Asilomar Chef at 831-372-8016 no later than one week before your scheduled arrival.

In order to assist participants with limited mobility, Asilomar provides a shuttle to and from the dining hall. Please 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, 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.

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, go 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:** Chuck Combs is your Training Specialist and has been assigned the responsibility for your training group. The 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. Copies of DAM and DOM will be available to you for self-study. 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 Officer 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. COLLEGE CREDIT: Most training 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.
20. **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 Student ID number by going to their secure website and providing your SSN number (no name required) and birthdate.
  - To obtain the number, logon at: <http://www.mpc.edu>
  - In the column on the left side of the screen, click on Registration (WebReg).
  - In the form that comes up and is titled: Have you applied for a BOG Fee Waiver, enter your Social Security Number in the box that is titled MPC/ID, and enter your birthdate in the second box.
  - Click on Login
  - The system will then come back with your MPC Student Identifier (SID).

You can store your MPC ID number in your ETMS Profile for future reference.

**Newcomers to training will need to provide their SSN on the first MPC application only, after which a student ID number will be assigned and available by following the instructions above within a few weeks of the program's conclusion.**

21. 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.
22. 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.
23. 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  
P. O. Box 699, Pacific Grove, CA 93950



24. 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.
25. FAX: The Mott Training Center's FAX number is (831) 649-2824.
26. 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. **Please Note: There are no longer pay telephones outside of the Mott Training Center. There are pay telephones located at the Asilomar Administration Building.**
27. LAUNDRY AND DRY CLEANING: May be taken care of by you at one of several local establishments.
28. RECREATION: Facilities available on grounds include a heated swimming pool, ping-pong and 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.
29. POST-TRAINING ASSIGNMENTS: In connection with formal training are to be completed under the direction of your supervisor. See "Program Attendance Requirements" in this syllabus.
30. COFFEE BREAK REFRESHMENTS: Will be available throughout each session. You will be asked to contribute to the "Hospitality Fund" to defray expenses. Please bring your own coffee cup.

## **PROGRAM ATTENDANCE CHECKLIST**

To assist you in your preparation for formal training the following list is provided:

1. Read and understand the Maintenance Leadership and Administration Syllabus prior to your arrival at the Asilomar Conference Grounds.
  - Completed Project Evaluation Form (PEF)  
Class participants are requested to bring a PEF completed by the class participant. If you have not completed a PEF, work with you supervisor and complete a PEF for a real project that is to be completed in your maintenance operation.
  - Copy of your unit Injury Illness and Prevention Plan (IIPP)  
Bring your unit's completed IIPP, be familiar with the IIPP and be prepared to discuss the concepts and reasons an IIPP is completed.
  - Copy of your unit Business Plan  
Bring you unit's completed Business Plan, be familiar with the unit Business Plan and be prepared to discuss the concepts and reasons a Business Plan is completed.
2. Remember to bring the following with you to training:
  - Program syllabus.
  - Personal safety equipment (eye and hand protection).
  - Uniform (see section 8 of the Formal Training Guidelines).
  - Day pack (for field day), rain gear, coffee cup, refillable water bottle/container, etc.
  - Alarm clock, pens, pencils.
3. If you have questions or need help, contact the Program Coordinator Chuck Combs at (831) 649-7124 or [chuck@parks.ca.gov](mailto:chuck@parks.ca.gov).

## **POST-TRAINING ASSIGNMENT**

Prior to ninety days after the completion of this program, the employee and his/her supervisor should sit down and discuss the impact and assess the effectiveness this program has had on the employee. Then both the supervisor and employee should login to the Employee Training Management System (ETMS) and complete the Post-Training Evaluation form (an email will be sent to both employee and supervisor notifying them that the evaluation needs to be completed).

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 Center in providing a return on the investment the Department has on training.

**MAINTENANCE LEADERSHIP AND ADMINISTRATION GROUP 2 - AGENDA**  
**June 19-24, 2011**

**Sunday**  
**June 19**

1500-	Registration: <i>Check in at the Asilomar Administration Building</i>	All
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**Monday**  
**June 20**

0800-0900	Program Orientation/MPC Registration/Class Review	Combs
0900-1030	Department Maintenance Program Organization Structure	Rodgers/ Sederquist
1030-1200	Facility Maintenance Program	Sederquist
1200-1300	Lunch	
1300-1400	Facility Maintenance Program	Sederquist
1400-1700	Leadership	TBA

**Tuesday**  
**June 21**

0800-1000	Fleet Vehicle Logs/Rental Vehicles/ Turn-a-Round Documents Equipment/ Property Inventories/ Equipment Purchases	Belltawn
1000-1200	Future of Park Leadership	Perez
1200-1300	Lunch	
1300-1500	Purchasing	Anderson
1500-1700	Contracting	Fisher

**Wednesday**  
**June 22**

0800-1030	Department Safety Programs	Mennell
1030-1200	Project Implementation Processes	Knapp/Mennell
1200-1300	Lunch	
1300-1600	Project Implementation PEF Scope Development Natural Resources Concerns PRC 5024 Development ADA Compliance	Mennell Kerbavaz Hurley Martin
1600-1700	Project Details	Mennell/Knapp

**MAINTENANCE LEADERSHIP AND ADMINISTRATION GROUP 2 - AGENDA**  
**June 19-24, 2011**

**Thursday**  
**June 23**

0800-1200	Field Exercise Project Implementation Labs: Five Teams	Mennell/Knapp/ Sederquist/ Fisher/Bjelajac
1200-1300	Lunch	
1300-1700	Project Implementation Work Up and Report	All

**Friday**  
**June 24**

0800-1100	Maintenance Personnel Management Differential Pay Program Post and Bid Requirements DPR 81 Packages	Awais
1100-1200	Session Review and Evaluation	Combs
1230-	<i>Lunch and Departure</i>	

**MAINTENANCE LEADERSHIP AND ADMINISTRATION**

**PROGRAM OUTLINE**

**36 HOURS**

PROGRAM ORIENTATION AND MPC REGISTRATION.....	1.0
DEPARTMENT MAINTENANCE PROGRAM ORGANIZATION/STRUCTURE .....	3.0
FACILITY MAINTENANCE PROGRAM.....	3.0
DEPARTMENT SAFETY PROGRAMS.....	3.0
PURCHASING/CONTRACTING .....	4.0
SOFT SKILLS/COMMUNICATIONS .....	2.0
MAINTENANCE PROGRAM IMPLEMENTATION MANAGEMENT .....	3.0
PROJECT IMPLEMENTATION PROCESSES .....	5.0
EQUIPMENT MANAGEMENT .....	4.0
FIELD EXERCISE PROJECT IMPLEMENTATION LABS .....	4.0
MAINTENANCE PERSONNEL MANAGEMENT .....	3.0
CLASS REVIEW AND TESTS.....	0.5
PROGRAM EVALUATIONS.....	0.5

**TOTAL HOURS    36.0**

## MAINTENANCE LEADERSHIP AND ADMINISTRATION

### PROGRAM ORIENTATION

Purpose: Participants and Trainers will become acquainted with each other and the Program Coordinator. In addition the program content will be reviewed and each participant will complete a registration form for Monterey Peninsula College.

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

1. Review program content, procedure, and evaluation processes.
2. Share expectations with group members.
3. Complete Monterey Peninsula College registration materials.

### DEPARTMENT MAINTENANCE PROGRAM ORGANIZATION STRUCTURE

Purpose: Provide participants with the understanding of the Department's organizational structure. Review the Department's Mission and its application to the maintenance program.

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

1. Demonstrate the knowledge and understanding of current organizational charts.
2. Discuss the coordination and interdependency with other core programs.

### FACILITY MAINTENANCE PROGRAM

Purpose: Provide participants with the ability to identify where the funds for maintenance operations comes from; the development of maintenance budgets and implementation of Computerized Asset Management Program (CAMP); understand the difference and application of Category II, Deferred Maintenance and Minor and Major Capital Outlay funding; ability to identify and list projects on the Park Infrastructure Database (PID); describe the use of Project Evaluation Form (PID), PRC 5024 and American with Disabilities Act (ADA), development of team project development with design, natural and cultural staff review and input; and control agency permits for implementation of maintenance activities; ability to apply project management skills such as project scope development, critical path management, labor, equipment, and material needs for project implementation.

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

1. Properly identify appropriate funding sources for different maintenance activities.
2. Develop a comprehensive project plan from inception which includes: appropriate scope development, identification of labor, materials, tools, and equipment, best management practices, proper environmental reviews and approvals, and adequate scheduling for project implementation.
3. Identify appropriate labor source (in-house, contract, inter-agency, etc.) for project completion.

## SAFETY

Purpose: Develop the participants' knowledge of available safety programs, documents, and procedures to keep employees, visitors, and park resources safe from impacts or implementation of the proposed maintenance activity.

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

1. Identify the need for IIPP, Business Plans, and various Site Safety Plans for individual maintenance activities.
2. Demonstrate the abilities to apply situational awareness by performing Task Hazard Analysis and bi-weekly safety meetings and utilizing appropriate Personal Protective Equipment needed to complete the maintenance activity.
3. Locate appropriate safety information through the use of MSDS sheets.

## PURCHASING AND CONTRACTING

Purpose: Provide the participants with the knowledge of rules of purchasing and contracting to be able to acquire needed materials and contracts to complete the assigned maintenance activities.

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

1. Identify the appropriate purchasing forms and techniques for types of materials needed to complete the assigned maintenance activity.
2. Demonstrate the ability to select the appropriate purchase document. Describe delegation and rules for Petty Cash, Cal-Cards, PAPOs, Purchase Estimates, 117s, 285s, Contracts, and CMAS purchases.



## EQUIPMENT MANAGEMENT

Purpose: Provide the participants the knowledge of vehicle fleet administration property management. This includes the documentation for placing equipment on property, requirements of DPR 504, assignment of BI numbers, and maintenance of in-house equipment lists. Participants will gain the knowledge required to know when and how to work with the Department of General Services Fleet Administration.

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

1. Identify the need to put a piece of equipment on property.
2. Review the relationship and importance of DPR 504s and assignment of BI numbers.
3. Identify when approvals are necessary vehicle repairs.

## MAINTENANCE PERSONNEL MANAGEMENT

Purpose: Provide the participants the knowledge of basic personnel documents for hiring, and the requirements of the Department's Differential Program for licenses maintained by maintenance staff.

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

1. Complete a DPR 81 package.
2. Review differential pay for licenses.
3. Identify the components of the Department of Transportation Drug Testing program and the employee/employer obligations.

location map for  
**WILLIAM PENN MOTT JR. TRAINING CENTER**  
837 ASILOMAR BLVD.  
PACIFIC GROVE, CALIFORNIA 93950

