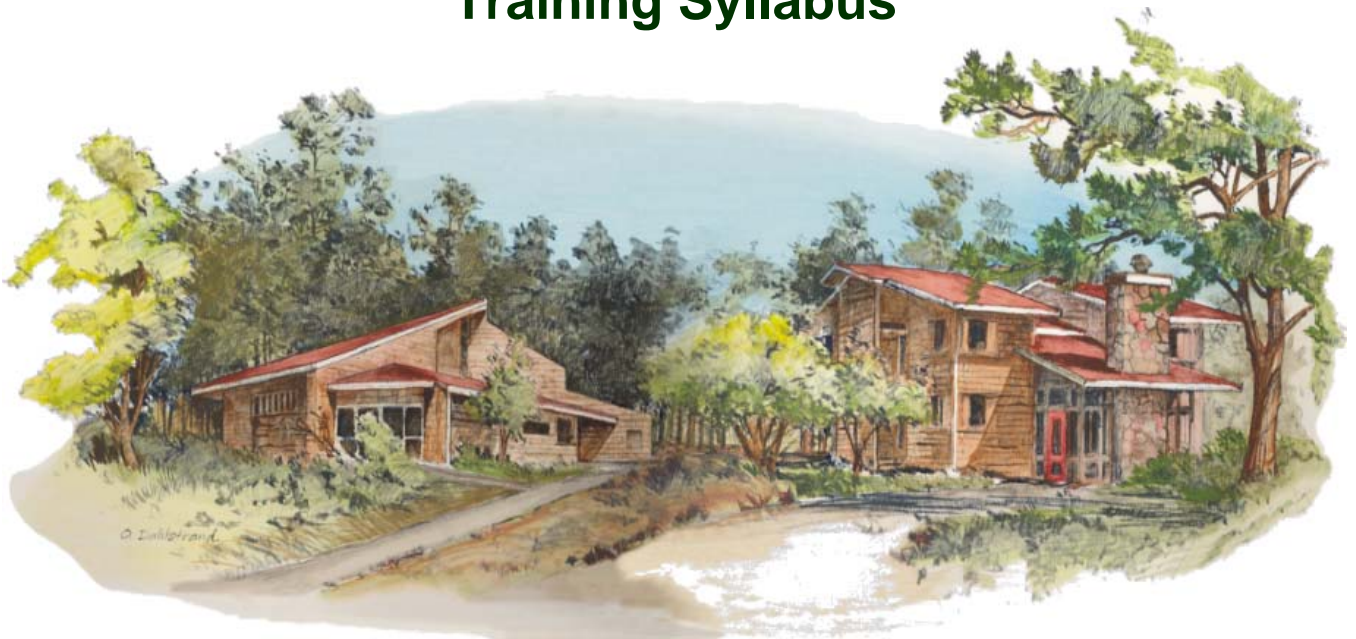


# MAINTENANCE LEADERSHIP AND ADMINISTRATION

February 3-8, 2013

Training Syllabus



William Penn Mott Jr. Training Center



# Memorandum

Date: January 14, 2013

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 3

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.



Joanne Danielson  
Acting Department Training Officer

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

Joanne Danielson ..... Acting Department Training Officer  
Juventino Ortiz ..... Acting Academy Coordinator  
Pat Bost..... Office Manager  
Chuck Combs..... Training Specialist  
Sara M. Skinner ..... Training Specialist  
Dave Galanti ..... Training Specialist  
Karyn Lombard..... Training Specialist  
Matt Cardinet..... Cadet Training Officer  
Dan Kraft..... Cadet Training Officer  
Nicole Shannon..... Cadet Training Officer  
Dan Raducanu ..... Cadet Training Officer  
Pamela Yaeger .....Assistant Program Coordinator  
Edith Alhambra.....Assistant Program Coordinator  
Ellen Dewsnup .....Assistant Program Coordinator  
Socorro Wallace..... Program Assistant  
Joanne Ciccone ..... Program Assistant  
Ginger Henry..... Program Assistant  
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

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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:** 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. Please advise the

Department Training Officer no later than one week before your scheduled arrival if you plan to live off-grounds. 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.

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

5. 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 Chuck Combs at 831-649-7124 or email [chuck.combs@parks.ca.gov](mailto:chuck.combs@parks.ca.gov) no later than one week before your scheduled to arrive.
6. 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.

7. 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.
8. 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.
9. 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.
10. 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.

11. **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.
12. **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.
13. **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.



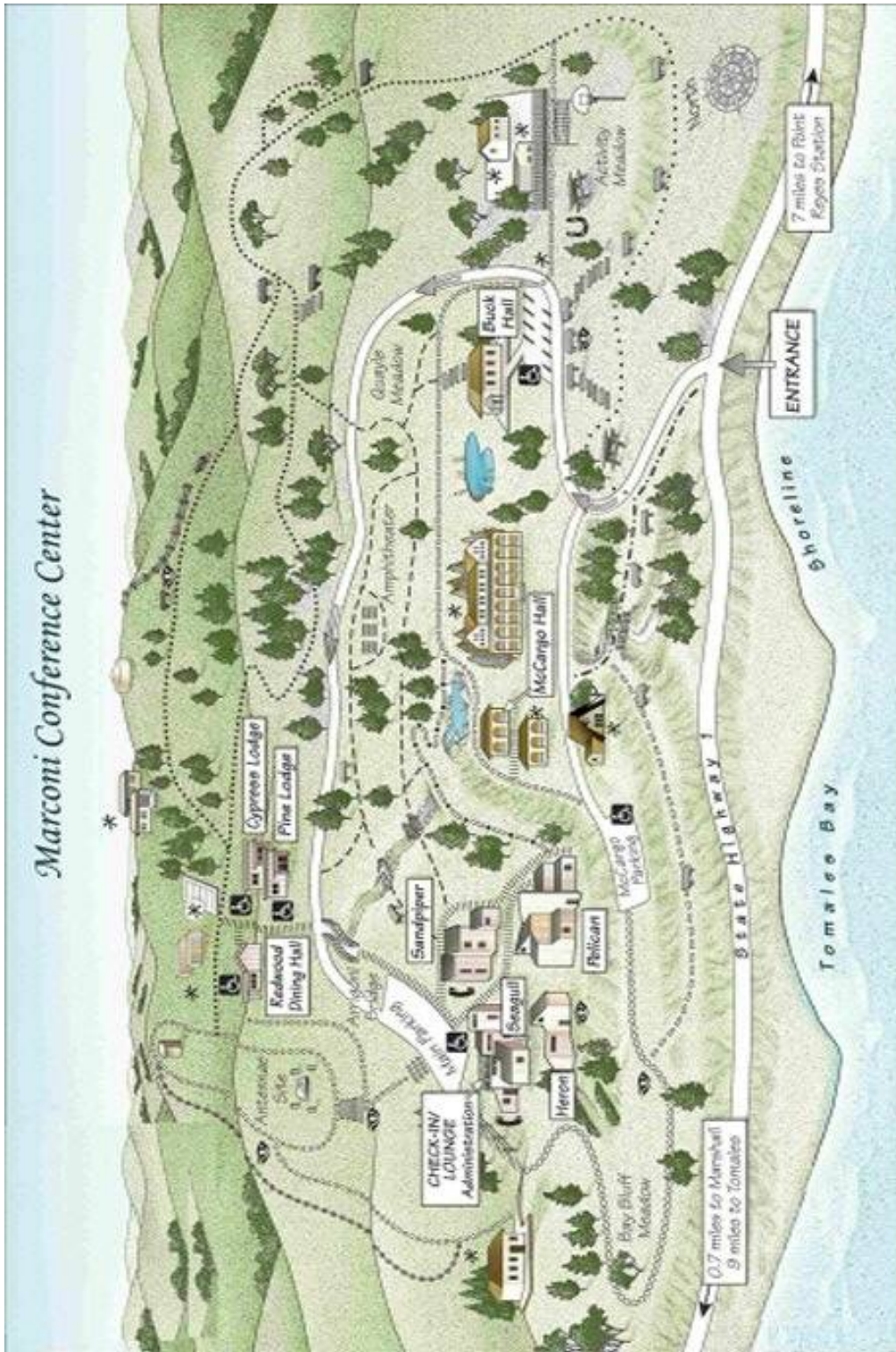
*Marconi Conference Center's guestrooms overlook Tomales Bay*

◆ **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**  
 ◆ **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:**

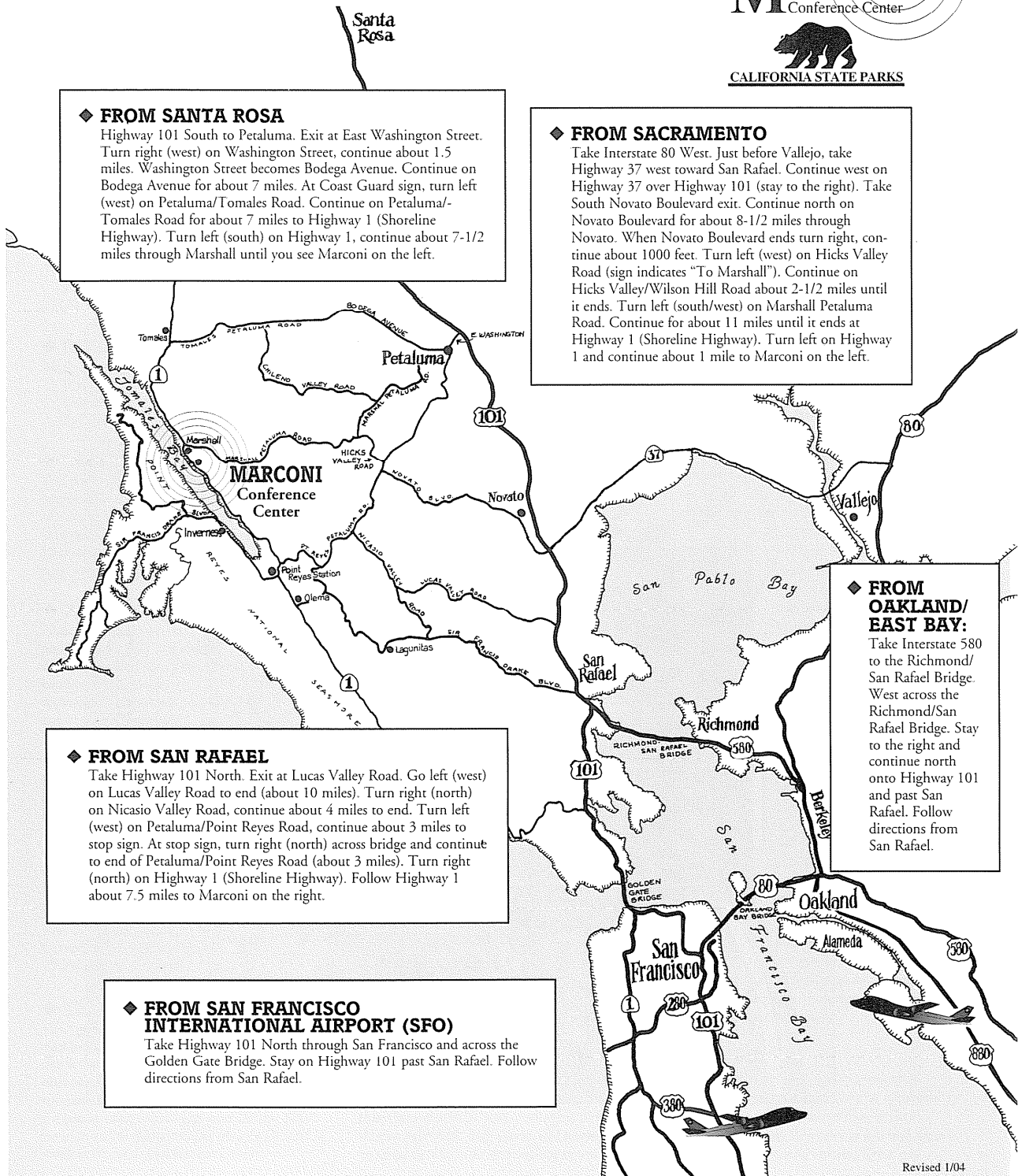
Take Interstate 580 to the Richmond/San Rafael Bridge. West across the Richmond/San Rafael Bridge. Stay to the right and continue north onto Highway 101 and past San Rafael. Follow directions from San Rafael.

◆ **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 the following list is provided:

1. Read and understand the Maintenance Leadership and Administration Syllabus prior to your arrival at Marconi Conference Center.
  - 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 6 of the Formal Training Guidelines).
  - Day pack (for field day), rain gear, coffee cup, refillable water bottle/container, etc.
  - Alarm clock, pens, pencils.
3. E-mail a short list of specific questions (3) that are related to the subjects listed in the agenda by close of business, Thursday, January 31, 2013, to [chuck.combs@parks.ca.gov](mailto:chuck.combs@parks.ca.gov).

If you have questions or need help, contact the Program Coordinator Chuck Combs at (831) 649-7124 or [chuck.combs@parks.ca.gov](mailto:chuck.combs@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 3 - AGENDA**

**February 3-8, 2013**

**Sunday**

**February 3**

1500- Registration: *Check in at the Marconi Conference* All  
*Center Administration Building*

**Monday**

**February 4**

0800-0900 Program Orientation/Registration/Class Review Combs  
0900-1030 Department Maintenance Program Sederquist  
Organizational Structure  
1030-1200 Facility Maintenance Program Sederquist  
1200-1300 Lunch  
1300-1400 Facility Maintenance Program Sederquist  
1400-1700 Leadership Mette

**Tuesday**

**February 5**

0800-1000 Maintenance Personnel Management Anderson  
Differential Pay Program  
Post and Bid Requirements  
DPR 81 Packages  
1000-1200 Purchasing Anderson  
1200-1300 Lunch  
1300-1500 Future of Park Leadership Clark  
1500-1700 Contracting Anderson

**Wednesday**

**February 6**

0800-1000 Project Implementation Processes Knapp/Bjelajac  
1000-1200 Fleet Vehicle Logs/Rental Vehicles/ Belltawn/  
Turn-a-Round Documents Equipment/ Gutierrez/  
Property Inventories/ Equipment Purchases Seachrist  
1200-1300 Lunch  
1300-1600 Project Implementation  
PEF Scope Development Bjelajac  
Natural Resources Concerns Kerbavaz  
PRC 5024 Development Osanna  
ADA Compliance TBA  
1600-1700 Project Details Bjelajac/Knapp

**MAINTENANCE LEADERSHIP AND ADMINISTRATION GROUP 3 - AGENDA**

**February 3-8, 2013**

**Thursday**

**February 7**

0800-1200	Field Exercise Project Implementation Labs: Five Teams	Knapp/Turner Allsop/Bjelajac/ Sederquist
1200-1300	Lunch in the Field	
1300-1700	Project Implementation Work Up and Report	All

**Friday**

**February 8**

0800-1000	Department Safety Programs	August
1000-1130	Project Implementation Reports	All
1130-1230	Session Review and Evaluation	Combs
1230-	<i>Departure</i>	

**MAINTENANCE LEADERSHIP AND ADMINISTRATION**

**PROGRAM OUTLINE**

**36 HOURS**

PROGRAM ORIENTATION AND REGISTRATION ..... 1.0

DEPARTMENT MAINTENANCE PROGRAM ORGANIZATION/STRUCTURE ..... 3.0

FACILITY MAINTENANCE PROGRAM ..... 3.0

DEPARTMENT SAFETY PROGRAMS ..... 2.0

PURCHASING/CONTRACTING ..... 4.0

SOFT SKILLS/COMMUNICATIONS ..... 3.0

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.

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.

### 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 the 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.