

NC STATE UNIVERSITY PRESENTS

Park & Recreation Maintenance Management School

Co-sponsored by:

North Carolina State University Department of Parks, Recreation and Tourism Management and The National Recreation and Park Association

Hosted by:

The National Training Center for Facility Managers at Oglebay Resort & Conference Center

January 29 - February 3, 2012



**Fills quickly every year!
Register NOW!**

The Two-Year Certificate Program

Attend this course and you will learn

- Maintenance and Operating Objectives/Policies
- Planning and Organizing the Maintenance Program
- Elements of Park and Recreation Maintenance
- Supervising Maintenance Personnel
- Maintenance and Operating Challenges
- Facility and Structure Maintenance
- Maintenance Plan Development Projects
- Grounds Maintenance
- Maintenance of Vehicles and Equipment
- Site Amenity Maintenance

The Graduate Seminar

An Advanced, Unique, and Powerful Program Designed for Graduates of the Maintenance Management School



Resort & Conference Center
Wheeling, West Virginia

NC STATE UNIVERSITY



National Recreation
and Park Association

Why You Should Attend

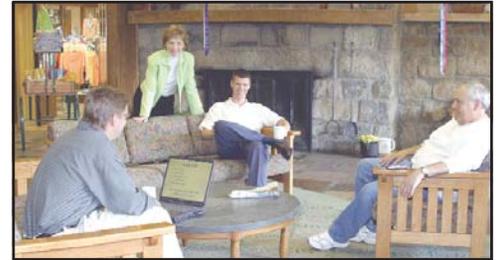
The Maintenance Management School is a comprehensive two-year professional development program especially designed for park and recreation personnel.



Earn Valuable CEUs

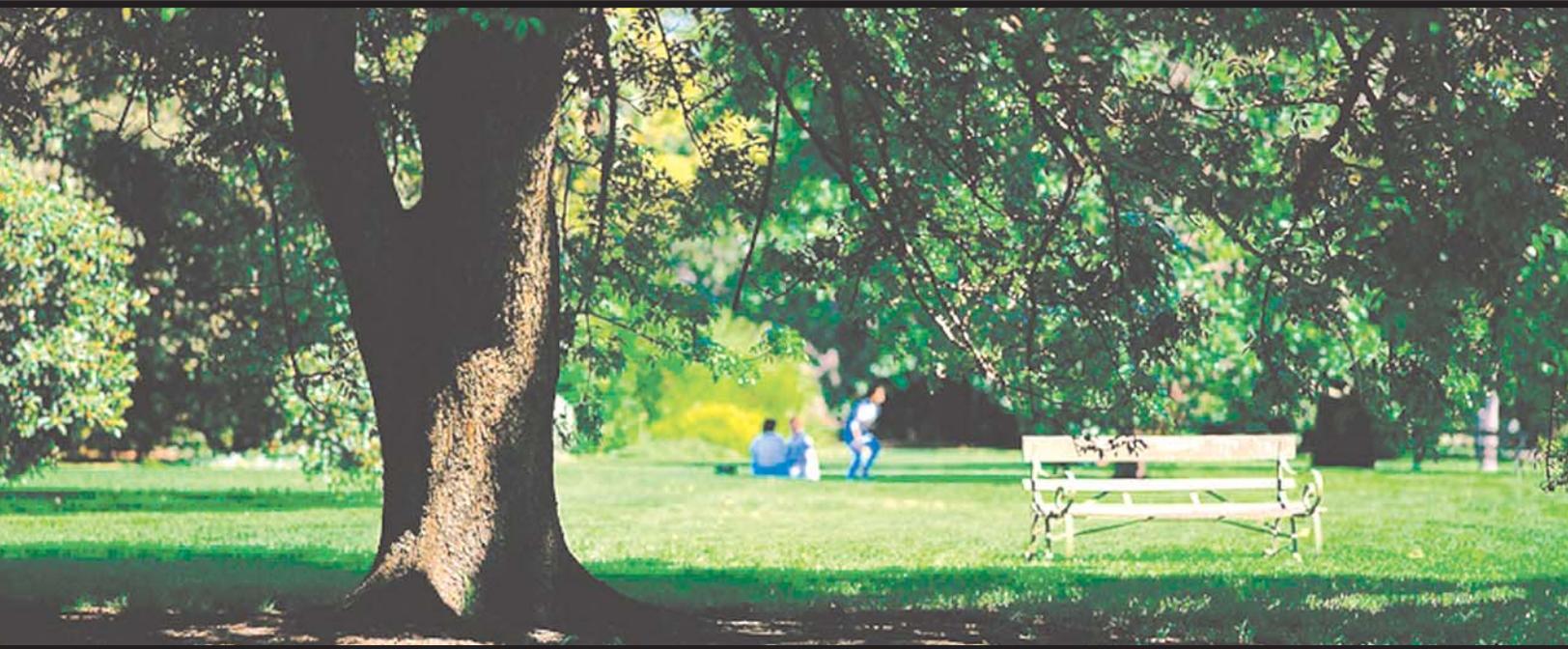


Learn from Industry Leaders



Networking Opportunities

This intensive learning experience is tailored to the needs of park, recreation and conservation personnel who manage park and recreation maintenance programs. This school is conducted by the Department of Parks, Recreation and Tourism Management at North Carolina State University; Oglebay National Training Center and the National Recreation and Park Association (NRPA).



How to Earn Your Certificate

The program is divided into two phases - five days each year for two years. Phases I and II are offered simultaneously and students must attend both phases to receive a certificate of completion from NC State University. CEUs for all phases will be awarded by NRPA. A graduate seminar with qualifying CEUs is also conducted during the program.

The Robert E. Sternloff Scholarship

The Board of Regents awards scholarships to the highest scorers on the final examination at the end of both school years and for the highest grade accumulated in both years. Scholarships are to be used for the second year and Graduate School respectively and are for tuition only. The scholarships are in honor of Dr. Robert Sternloff's contributions to the Maintenance Management School as its Director for over 25 years. Lodging, travel, meals, time away from the job and other incidental costs must be arranged by the recipients.

Students have a maximum of three years to complete the course. Attendance is required for all scheduled sessions and school activities for both first and second year students.

At the end of each year, there will be an exam on the information presented and a minimum score of 60 is required for each phase for certification.



First Year Curriculum

Learn effective professional techniques of maintenance management. Study is directed at the improvement of attendees professional maintenance management practices.

Attend and You'll Learn About:

- **Maintenance and Operating Objectives/Policies**
History, principles, philosophy
- **Planning/Organizing the Maintenance Program**
Maintenance in the total administrative structure; organizing the maintenance department; job planning; maintenance work schedules and records; the maintenance manual; budget and cost analysis of maintenance
- **Elements of Park and Recreation Maintenance**
Grounds maintenance; erosion control and soil compaction; lawn care and maintenance of specialized turf areas
- **Supervising Maintenance Personnel**
Employee motivation and ethics; the supervisor as a trainer; employee evaluation; leadership and supervision; discrimination and sexual harassment
- **Maintenance and Operating Problems**
Environmental health concerns; legal liability aspects of maintenance practices; site security
- **Facility and Structure Maintenance**
Construction materials, doors, windows, walls, floors, roofs; play area design & maintenance; facility & program accessibility

Second Year Curriculum

Acquire a broader knowledge of maintenance management and further develop your specific skills for effective operations. A major part of the second year course is devoted to the actual development of an effective maintenance plan for your specified area.

Attend and You'll Learn About:

- **Maintenance Plan Development Projects**
- **Maintenance and Operating Problems**
Public relations; minimizing user conflicts; risk management; computer applications in park maintenance; contract maintenance management; productivity analysis
- **Grounds Maintenance**
Maintenance of shrubbery, trees, park nursery; pesticides; herbicides; trail development and maintenance
- **Maintenance of Vehicles and Equipment**
Equipment and fleet preventive maintenance
- **Supervision and Management Personnel**
Safety and risk management; career development; public image and customer service
- **Site Amenity Maintenance**
Fencing and fence maintenance; signs and sign maintenance; stains, paint and other surface coatings; wood use and chemical preservation of wood

The Graduate Seminar

An annual program available to Maintenance Management School graduates. The Graduate Seminar, offered in conjunction with the 2012 Maintenance Management School, is an intensive learning experience addressing a limited number of current issues relevant to professionals managing people and systems in a park and recreation environment. Emphasis is placed on small group interaction to ensure an experiential learning environment. The instructor is P. Morris West, a professional trainer, who has expertise in organizational behavior and development.

Attend and You Will:

- Confirm your personality type and how it influences your management style.
- Observe and process team dynamics while participating in a live project.
- Identify and understand your communication style and how you interact with 15 other styles.
- Define your problem solving method and determine where you may fall short.
- Learn how creativity influences your problem solving and why your greatest strength is often your greatest weakness.
- Network with a group of peers from across the nation and compare concerns/solutions.
- Meet with the regents for a maintenance management field update.
- Evaluate your stress level and use the training week to de-stress, detach, and discover which personalities have a higher percentage of stress-related health issues.
- Participate in a "non-rigid," relaxed hands-on training.

The Graduate Seminar is limited to 25 participants.

Board of Regents

Bill Hopkins, Regent Emeritus
The Villages, FL

Daniel Gibble
Executive Director, Quincy Park District, Quincy, IL

Harry Gross, Retired
Palm Harbor FL

Steve Heldt
Park Superintendent, City of Hillsboro Parks Department
Hillsboro, OR

Karen Hesser, Chair
Deputy Director, Glendale Parks & Recreation Department
Glendale, AZ

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Parks Superintendent, Martin Co. Parks & Recreation Dept.
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Parks and Recreation Department, Upper Marlboro, Maryland

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Director of Park, Recreation & Public Facilities, City of Mentor
Mentor, Ohio

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Fairfax County Park Authority, Fairfax VA

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Hartsel, CO

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York, PA

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Park Manager, Cleveland Metroparks, Cleveland, Ohio

Frank Spaulding
Park Project Coordinator, Vermont State Parks, Waterbury, VT

MMS Staff

Dr. Phil McKnelly, School Director
Executive Director, National Association of State Park Directors
Raleigh, NC

Scott Payne, Assistant School Director
City of Raleigh Parks & Recreation Dept., Raleigh, NC

Oglebay Staff

Doug Dalby
President & CEO, Oglebay Park, Wheeling, WV

Bill Koegler
Director, Oglebay National Training Center, Oglebay Park
Wheeling, WV

Michelle Rice
Manager, Oglebay National Training Center, Oglebay Park
Wheeling, WV

NRPA Staff

Tara Fitzpatrick-Navarro
Education Director, National Recreation & Park Association
Ashburn, VA

Beth Wickline
Education Manager, National Recreation & Park Association
Ashburn, VA

Lodging & Payment

Oglebay Resort & Conference Center

Oglebay is a unique, 1700-acre, year-round resort with exceptional beauty and abundant recreational activities. Wilson Lodge at Oglebay has just undergone a \$15 million transformation, adding 59 deluxe rooms and remodeling the existing 212 rooms. The new addition to the lodge includes a deluxe king suite, 2 king suites and 2 double queen suites. All the suites have fireplaces. The addition also includes 24 king rooms with fireplaces, and 24 double queen rooms. Wilson Lodge offers fine and casual dining, an indoor pool, jacuzzi, massage therapy and fitness room.

Oglebay Resort features two championship golf courses - one classic design by the legendary Robert Trent Jones, Sr., and the newest course designed by Arnold Palmer. Golfing amenities also include an 18-hole regulation course, Par III course, pro shop, driving range and practice facility. The resort has seven specialty shops, a zoo, gardens, museums, fishing, tennis, stables, skiing and miles of walking trails.

A new 5,000 sq. ft. spa has been added to Wilson Lodge. The spa provides relaxing and therapeutic services, utilizing the finest products and equipment. You can expect the same great hospitality and service, for which Oglebay has always been noted, at the new spa.

The resort has been in the management school business for over 30 years and currently operates and hosts over ten major schools in the leisure industry. Oglebay is 55 miles from Pittsburgh International Airport.

Accommodations & Meals

Package Includes:

- 5 nights lodging
- Breakfast & lunch Monday through Thursday
- Buffet dinner Sunday through Wednesday
- Thursday evening graduation banquet dinner
- Friday continental breakfast

Also includes...
the cost of all classes,
CD/monograph,
study materials
and coffee breaks.

Prices

Tuition: \$ 449

			TOTALS
Room & Board	(Single Premium)	\$ 1,084.50	→ □ \$1,533.50
	(Single Standard)	\$ 899.70	→ □ \$1,348.70
	(Double)	\$ 731.70	→ □ \$1,180.70

Early arrival on Saturday available for an additional \$160.16

Price does not include meals.

Transportation

Shuttle service is available to and from the Pittsburgh Airport. Please call 304-232-1175 or visit www.wheelinglimo.com for more information.

Cancellation Policy

A cancellation fee of \$100 will be charged for cancellations up to 30 days prior to the school. Those cancelling 7 - 30 days prior to the school will receive a 50% charge. No refund can be issued if the cancellation is made with 7 days or less notice.



Join These Agencies Who Have Sent Their Employees

Ackworth Parks & Recreation	City of Marietta	Green River Parks & Recreation	Red River Waterway Commission
Albany Park & Recreation Department	City of Mason	Greene County Parks & Recreation	Reston Association
Arlington County	City of Miami Beach	Greenville Recreation & Parks	Richmond, Virginia Recreation & Parks
Athens-Clarke County Department of Leisure Services	City of Millford	Hampton Recreation & Parks	Ridgefield Parks & Recreation
Baltimore County	City of Mt. Pleasant	Hemlock Overlook Center for Outdoor Education	Roanoke City
Bartlett Parks & Recreation Department	City of Muscatine	Hennepin	Rowan County
Battle Creek Outdoor Education Center	City of Myrtle Beach	Henry County Parks & Recreation	Saginaw County
Beaufort County	City of Newark	Hoover Parks & Recreation	Strongville Recreation Complex
Bedford County	City of Norfolk	Horry County Parks & Recreation	Suffolk County Parks
Bermuda Parks Department	City of North Richland Hills	Howard County Parks & Recreation	Summit County Parks & Recreation
Berrien County Administrative Center	City of O'Fallon	Hudson Mills Metropark	Sylvania Recreation Corp.
Bethlehem Township	City of Ohio	Huron-Clinton Metropolitan Authority	The Pierce Cedar Creek Institute
Blount City Parks & Recreation	City of Olathe	Indian Acres of Thornburg, Inc.	Three Rivers Park District
Brandon Mississippi Parks & Rec Dept	City of Oldsmar	Indian Trail Improvement District	Toledo Metropolitan Park District
BREC	City of Paducah	Indianola Parks & Recreation	Town of Alton
Briarcliff Manor Parks & Recreation Department	City of Pittsburgh	Iredell County	Town of Apex
Bridgeton Parks & Recreation	City of Portland, Maine	Irmo Chapin Recreation Commission	Town of Aurora
Brookline Parks & Open Space	City of Portsmouth	John Bryan State Park	Town of Brookline
Brunswick County	City of Prescott Parks & Recreation	John F. Kennedy Center	Town of Bethlehem
Buck Creek State Park	City of Raleigh	Kalamazoo County	Town of Chapel Hill
Calvert County Parks & Recreation Campbell County Parks & Recreation	City of Reynoldsburg	Kensington Metropark	Town of Clarkstown
Canaan Valley Institute of Science & Technology	City of Richmond	Kent County	Town of Colchester
Canton Township	City of Roanoke	Kings Gap Environmental Ed. Center	Town of Collierville
Carrollton Parks & Recreation Department	City of Rochester	Kissimmee Parks & Recreation	Town of East Hampton
Catawba College	City of Rock Springs	Liberty Township	Town of Elkin
Centerville-Washington Park District	City of Rockville	Look Memorial Park	Town of Essex
Champaign County Forest Preserve District	City of Rocky Mount	Lorain County Metroparks	Town of Farmington
Chapman State Park	City of Sandusky	Lynchburg Division of Parks & Recreation	Town of Fletcher
Charleston County Parks	City of Savannah	Macon County Conservation District	Town of Greenburgh
Chester County	City of Sharonville	Mandarin Park District	Town of Leesburg
Chesterfield County	City of Sioux City Iowa	Marshall County Schools	Town of Mt. Pleasant
Cincinnati Parks	City of St. Louis Parks	Martin County Parks & Recreation Maryland	Town of Newcastle
City of Ann Arbor	City of St. Pete Beach	National Capital Park & Planning Commission	Town of Normal
City of Asheville	City of St. Petersburg	McHenry County Conservation District	Town of North Hempstead
City of Atlanta	City of Statesville	Mecklenburg County	Town of Surfside Beach
City of Beaver Creek	City of Suffolk Parks & Recreation	Metro Beach Metropark	Town of Tonawanda
City of Bloomington	City of Tampa	Metro Parks Summit County	Town of Victor
City of Boca Raton	City of The Colony	Miamisburg Parks & Recreation	Town of Webster
City of Bowling Green	City of Titusville	Mill Creek Metroparks	Town of Wellesley MA
City of Boynton Beach	City of Toledo	Monmouth County Park System	Twin Lakes State Park
City of Bridgeport	City of Trotwood	Moraine State Park	United City of Yorkville
City of Bridgeton	City of Troy	Morris City Park Commission Minneapolis Park & Recreation	University of Wisconsin
City of Carson	Columbus Parks & Recreation Department	MNCPPC	Urbana Park District
City of Charlottesville	County of Loudoun	Monmouth County Park System	US Army Corps of Engineers
City of Chesapeake	Cranberry Township	Mt. Prospect Park District	Valdosta PRCA
City of Cincinnati	Culpeper County	Muhlenberg Township	Vermont Department of Forestry
City of Clearwater Florida	Cumberland County	NASPD	Vermont State Parks
City of Cleveland Heights	Davy Crockett National Forest	Naperville Park District	Vernon Parks & Recreation Department
City of Coralville Parks & Recreation	DeKalb County	National Park Service	Village of Corrales
City of Corinth	Delaware State Parks	Natural Lands Trust	Village of Croton-on-Hudson
City of Cuyahoga Falls	Delhi Charter Township	NC State University	Village of Irvington
City of Delray Beach	Department of the Army	New Castle County Government	Village of Palmetto Bay
City of Detroit	Doe River Gorge	Newton Parks & Recreation Department	Village of Park Forest
City of Dublin	Downers Grove Park District	New York City Parks Department Noblesville Parks & Recreation	Village of Royal Palm Beach
City of Grove City	City of East Hampton Parks & Recreation	Norfolk Parks & Forestry	Village of Wellington
City of Hamilton	Elmhurst Park District	North Castle Parks & Recreation	Virginia Beach Parks & Recreation
City of Hampton	El Paso County	Ocean City Recreation & Parks	Wake County Parks, Recreation, & Open Space
City of Harrisburg	Escambia County	Oconee County Board of Commissioners	Warren County Parks & Recreation Department
City of High Point	Fairfax County Park Authority	Oglebay Park	Washington County
City of Hillsboro	Fauquier County Parks & Recreation	Ohio Department of Natural Resources	Washington Township
City of Jacksonville	FDEP/Florida Park Service	Orange County	Wauconda Park District
City of Kannapolis	First Landing State Park	Paducah State Parks	West Bloomfield Parks & Recreation
City of Kenosha	Five Rivers Metro Parks	Palm Beach County	Waukegan Park District
City of Kettering	Florida State Parks	Park District of Franklin Park	Wes Bradford Township
City of Kirkwood	Forest Preserve District	Pasco County	West Whiteland Township
City of Lansing	Forst County Parks	Peoria Park District	Wheeling Park Commission
City of Laredo	Fort Washington State Park	Perry County Park District	Whitfield County Recreation Department
City of La Vergne	Fox Valley Park District	Pigeon Forge Parks & Recreation	Wilmington Parks & Recreation
City of Lima	Franklin County	Pinellas County Park Department	Winnebago County Forest Preserve District
City of Little Rock Parks & Recreation	Frederick County	Plainfield Township Park District	Winnetka Park District
City of Lowell	Geauga Park District	Prince William County Park Authority	Wood County Park District
City of Lynchburg	Genesee County		Woodridge Park District Worcester County
City of Manassas	Girl Scouts Mi Trails		Worthington Park & Recreation
	Girl Scouts of Kentuckiana		Yost Strodski Mears
	Glendale Parks & Recreation		
	Glowing Embers Girl Scouts		
	Gray Area Project's LLLC		

The Park & Recreation Maintenance Management School

January 29 - February 3, 2012

Mail or fax completed form to:

The National Training Center for Public Facility Managers at Oglebay Resort & Conference Center
465 Lodge Drive, Wheeling, WV 26003

Phone: 800-624-6988, Ext. 4126 From Canada: 800-633-9975, Ext. 4126 Fax: 304-243-4106

email: ntc@oglebay-resort.com For more information, visit us on the web at www.oglebay-resort.com/schools

Please type or print name exactly as you wish it to appear on certificate

Date of Application _____

Name _____ Title _____

Name (as you wish it to appear on your name badge) _____

Company/Agency _____

Name & Title of manager approving training: _____

Mailing Address _____

City _____ State _____ Zip/Postal Code _____

Phone _____ Fax _____

Email _____

Are you an NRPA member? Yes No

Will you be attending as: 1st year 2nd year Graduate - MMS graduation date: _____

What is your arrival date? _____ Departure Date? _____

What type of room will you need? Single Occupancy Standard Double Occupancy Single Occupancy Premium

What is your gender? Male Female

Would you like a roommate? No Yes If yes, name of roommate* _____

* In order to request a double room you must provide the name of your roommate. Roommates are not randomly assigned.



Package Prices

Tuition	\$ 449.00		
		TOTALS	
Room & Board (Single Premium)	\$1,084.50	→ <input type="checkbox"/> (Single Premium)	\$1,533.50
(Single Standard)	\$ 899.70	→ <input type="checkbox"/> (Single Standard)	\$1,348.70
(Double)	\$ 731.70	→ <input type="checkbox"/> (Double)	\$1,180.70

Package Includes:

- 5 nights lodging
- Breakfast and lunch Monday through Thursday
- Buffet dinner Sunday through Wednesday
- Thursday evening graduation banquet reception and dinner
- Friday continental breakfast

Also included is the cost of all classes, monographs, study materials and coffee breaks.

Early arrival on Saturday available for an additional \$160.16. Price does not include meals.

West Virginia taxes have been included in Room & Board package.

Method of Payment*:

(check one)

- Check
 Purchase Order
 Credit Card

*Please make payment in US\$

Make checks payable to: **Wheeling Park Commission.**

Credit Card or Purchase Order #: _____ CVN Security # _____

Exp Date: _____

* A check, purchase order or credit card for the full package must accompany this form in order to complete enrollment. If using credit card or PO, the number is required with the registration form. When paying with credit card, the full package amount will be charged to your card upon receipt of the registration. Upon receiving this form, you will receive confirmation from Oglebay regarding your rooming arrangement.