

NC STATE UNIVERSITY PRESENTS



# The Park & Recreation Maintenance Management School

## January 30 - February 4, 2011

### Co-sponsored by:

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

### Hosted by:

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



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

## The Two-Year Certificate Program

Attend this course and you will learn

- Maintenance and Operating Objectives/Policies
- Planning/Organizing the Maintenance Program
- Elements of Park and Recreation Maintenance
- Supervising Maintenance Personnel
- Maintenance and Operating Problems
- 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



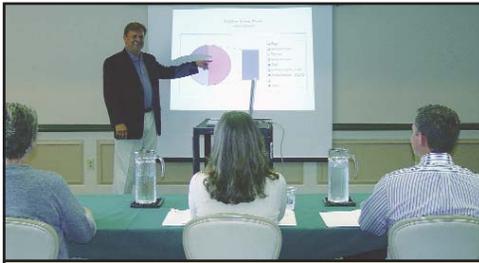
Resort & Conference Center  
Wheeling, West Virginia



National Recreation and Park Association

# Why You Should Attend

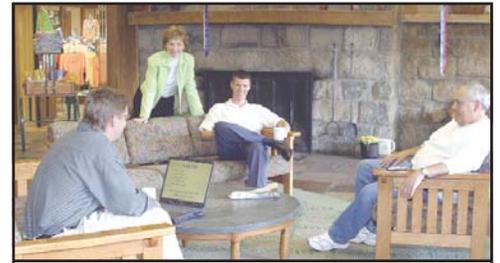
The Maintenance Management School is a comprehensive two-year professional development program especially designed for park and recreation personnel. This year the school will celebrate 40 years of service to the park and recreation profession.



**Earn Valuable CEUs**

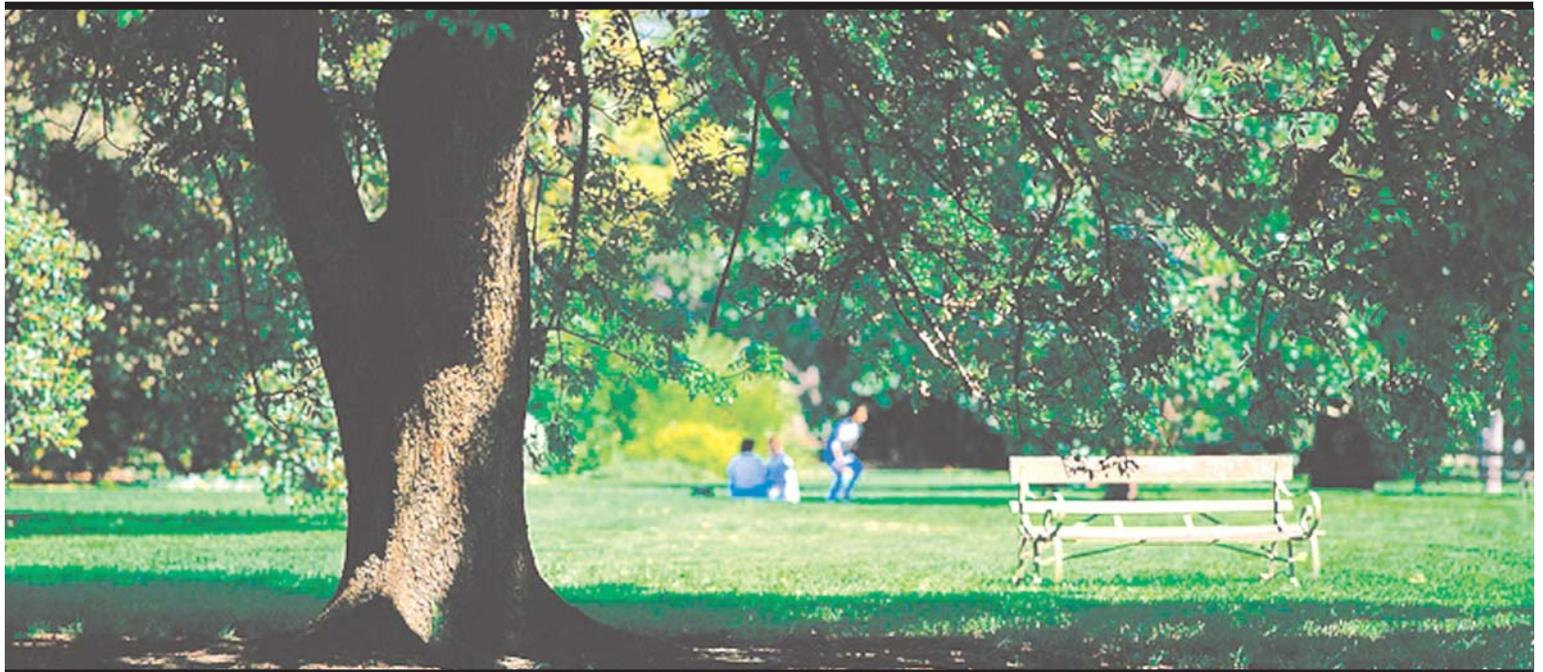


**Learn from Industry Leaders**



**Networking Opportunities**

This intensive learning experience is especially tailored to the needs of park, recreation and conservation personnel who manage park and recreation maintenance programs. This program 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

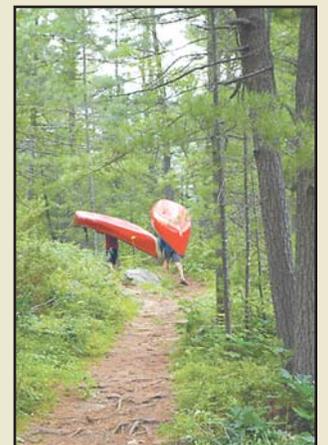
The program is divided into two phases - five days each year for two years. Phases I and II are offered simultaneously. You must attend both phases to receive a certificate of completion from NC State. A graduate seminar is also conducted during the program. CEUs for all phases will be awarded by NRPA.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

You have a maximum of three years between the completion of the first and second year curricula. Attendance is required for all scheduled sessions and school activities for both first and second year students.

At the end of each year, you will take an exam on the information presented. A minimum score of 60 for each phase is required for certification.

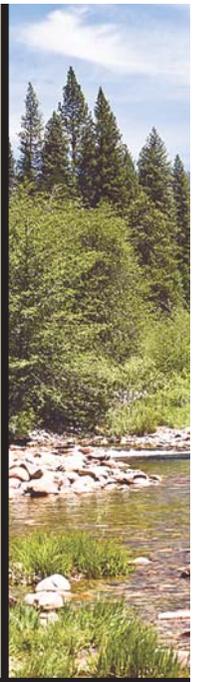


# First Year Curriculum

*Become aware of effective professional techniques of maintenance management. Study is directed at the improvement of your 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 and maintenance; facility and 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 graduates of the Maintenance Management School.*

The Graduate Seminar, offered in conjunction with the 2011 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. Your 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

Gerald Checco, Supt. Division of Operations  
Cincinnati Park Board, Cincinnati, OH

Daniel C. Gibble, Executive Director  
Quincy, IL

Harry Gross, President  
Public Management & Funding Services, Inc.,  
Palm Harbor, FL

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

Karen L. Hesser, Deputy Director  
Glendale Parks & Recreation Department, Glendale, AZ

Lewis N. Hodges, (Retired)  
City of Savannah, Savannah, GA

Steven J. Knauer, Park Director  
Metroparks/Tacoma, Tacoma, WA

Barbara Nugent, Director  
Fairfax County Park Authority, Fairfax, VA

Randy H. Phillips, Parks Administrator  
Wellington, FL

Steve Plumb, President  
Grandview Recreation Services, Inc., Hartsel, CO

Bill E. Rosevear, Park Operations Mgr 1  
PA State Parks, York, PA

Frank Spaulding, Parks Project Coordinator  
Vermont State Parks, Vermont Dept. of Forests, Parks and  
Recreation, Waterbury, VT

## Graduate School Coordinator

Scott L. Robbins, Chief of Parks  
Cleveland Metroparks, Fairview Park, OH

## Oglebay National Training Center

Bill Koegler, Liaison  
Director, Oglebay, Wheeling, WV

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

## Program Staff

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

Scott Payne, Asst. School Director  
City of Raleigh Parks & Recreation Department, Raleigh,  
NC

## Instructional Staff

Morris West, Graduate School Instructor  
Wilkesboro, NC

Greg Kernan, Asst. Division Chief  
MNCPPC, Upper Marlboro, MD

# 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:

- Sunday Reception/Hors D'Oeuvres
- 5 nights lodging
- Breakfast & lunch Monday through Thursday
- 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

			<b>TOTALS</b>
<b>Room &amp; Board</b>	(Single Premium)	\$ 913.26	→ □ <b>\$1,362.26</b>
	(Single Standard)	\$ 745.26	→ □ <b>\$1,194.26</b>
	(Double)	\$ 588.26	→ □ <b>\$1,037.46</b>

**Early arrival on Saturday available for an additional \$143.**  
Price does not include meals.

## Transportation

Shuttle service is available to and from the Pittsburgh Airport. Please call 304-232-1175 for 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	Greene County Parks & Recreation	Richmond, Virginia
Albany Park & Recreation Department	City of Mason	Greenville Recreation & Parks	Recreation & Parks
Arlington County	City of Miami Beach	Hampton Recreation & Parks	Ridgefield Parks & Recreation
Athens-Clarke County Department of Leisure Services	City of Milford	Hemlock Overlook Center for Outdoor Education	Roanoke City
Baltimore County	City of Mt. Pleasant	Hennepin	Rowan County
Bartlett Parks & Recreation Department	City of Muscatine	Henry County Parks & Recreation	Saginaw County
Battle Creek Outdoor Education Center	City of Myrtle Beach	Hoover Parks & Recreation	Strongville Recreation Complex
Beaufort County	City of Newark	Horry County Parks & Recreation	Suffolk County Parks
Bedford County	City of Norfolk	Howard County Parks & Recreation	Summit County Parks & Recreation
Bermuda Parks Department	City of North Richland Hills	Hudson Mills Metropark	Sylvania Recreation Corp.
Berrien County Administrative Center	City of O'Fallon	Huron-Clinton Metropolitan Authority	The Pierce Cedar Creek Institute
Bethlehem Township	City of Ohio	Indian Acres of Thornburg, Inc.	Three Rivers Park District
Blount City Parks & Recreation	City of Olathe	Indian Trail Improvement District	Toledo Metropolitan Park District
Brandon Mississippi Parks & Recreation Department	City of Oldsmar	Indianola Parks & Recreation	Town of Alton
BREC	City of Paducah	Iredell County	Town of Apex
Briarcliff Manor Parks & Recreation Department	City of Pittsburgh	Irmo Chapin Recreation Commission	Town of Aurora
Bridgeton Parks & Recreation	City of Portland, Maine	John Bryan State Park	Town of Brookline
Brookline Parks & Open Space	City of Portsmouth	John F. Kennedy Center	Town of Bethlehem
Brunswick County	City of Prescott Parks & Recreation	Kalamazoo County	Town of Chapel Hill
Buck Creek State Park	City of Raleigh	Kensington Metropark	Town of Clarkstown
Calvert County Parks & Recreation Campbell County Parks & Recreation	City of Reynoldsburg	Kent County	Town of Colchester
Canaan Valley Institute of Science & Technology	City of Richmond	Kings Gap Environmental Ed. Center	Town of Collierville
Canton Township	City of Roanoke	Kissimmee Parks & Recreation	Town of East Hampton
Carrollton Parks & Recreation Department	City of Rochester	Liberty Township	Town of Elkin
Catawba College	City of Rock Springs	Look Memorial Park	Town of Essex
Centerville-Washington Park District Champaign County Forest Preserve District	City of Rockville	Lorain County Metroparks	Town of Farmington
Chapman State Park	City of Rocky Mount	Lynchburg Division of Parks & Recreation	Town of Fletcher
Charleston County Parks	City of Sandusky	Macon County Conservation District	Town of Greenburgh
Chester County	City of Savannah	Mandarin Park District	Town of Leesburg
Chesterfield County	City of Sharonville	Marshall County Schools	Town of Mt. Pleasant
Cincinnati Parks	City of Sioux City Iowa	Martin County Parks & Recreation	Town of Newcastle
City of Ann Arbor	City of St. Louis Parks	Maryland National Capital Park & Planning Commission	Town of Normal
City of Asheville	City of St. Pete Beach	McHenry County Conservation District	Town of North Hempstead
City of Atlanta	City of St. Petersburg	Mecklenburg County	Town of Onondaga
City of Beaver Creek	City of Statesville	Metro Beach Metropark	Town of Tonawanda
City of Bloomington	City of Suffolk Parks & Recreation	Metro Parks Summit County	Town of Victor
City of Boca Raton	City of Tampa	Miamisburg Parks & Recreation	Town of Webster
City of Bowling Green	City of The Colony	Mill Creek Metroparks	Town of Wellesley MA
City of Boynton Beach	City of Titusville	Monmouth County Park System	Twin Lakes State Park
City of Bridgeport	City of Toledo	Moraine State Park	United City of Yorkville
City of Bridgeton	City of Trotwood	Morris City Park Commission Minneapolis Park & Recreation	University of Wisconsin
City of Carson	City of Troy	MNCPPC	Urbana Park District
City of Charlottesville	Columbus Parks & Recreation Department	Monmouth County Park System	US Army Corps of Engineers
City of Chesapeake	County of Loudoun	Mt. Prospect Park District	Valdosta PRCA
City of Cincinnati	Cranberry Township	Muhlenberg Township	Vermont Department of Forestry
City of Clearwater Florida	Culpeper County	NASPD	Vermont State Parks
City of Cleveland Heights	Cumberland County	Naperville Park District	Vernon Parks & Recreation Department
City of Coralville Parks & Recreation	Davy Crockett National Forest	National Park Service	Village of Corrales
City of Corinth	DeKalb County	Natural Lands Trust	Village of Croton-on-Hudson
City of Cuyahoga Falls	Delaware State Parks	NC State University	Village of Irvington
City of Delray Beach	Delhi Charter Township	New Castle County Government	Village of Palmetto Bay
City of Detroit	Department of the Army	Newton Parks & Recreation Department	Village of Park Forest
City of Dublin	Doe River Gorge	New York City Parks Department Noblesville Parks & Recreation	Village of Royal Palm Beach
City of Grove City	Downers Grove Park District	Norfolk Parks & Forestry	Village of Wellington
City of Hamilton	City of East Hampton Parks & Recreation	North Castle Parks & Recreation	Virginia Beach Parks & Recreation
City of Hampton	Elmhurst Park District	Ocean City Recreation & Parks	Wake County Parks, Recreation, & Open Space
City of Harrisburg	El Paso County	Oconee County Board of Commissioners	Warren County Parks & Recreation Department
City of High Point	Escambia County	Oglebay Park	Washington County
City of Hillsboro	Fairfax County Park Authority	Ohio Department of Natural Resources	Washington Township
City of Hillsboro	Fauquier County Parks & Recreation	Orange County	Wauconda Park District
City of Jacksonville	FDEP/Florida Park Service	Paducah State Parks	West Bloomfield Parks & Recreation
City of Kannapolis	First Landing State Park	Palm Beach County	Waukegan Park District
City of Kenosha	Five Rivers Metro Parks	Park District of Franklin Park	Wes Bradford Township
City of Kettering	Florida State Parks	Pasco County	West Whiteland Township
City of Kirkwood	Forest Preserve District	Peaks Landscaping	Wheeling Park Commission
City of Lansing	Forsyth County Parks	Pennsylvania State Parks	Whitfield County Recreation Department
City of Laredo	Fort Washington State Park	Peoria Park District	Wilmington Parks & Recreation
City of La Vergne	Fox Valley Park District	Perry County Park District	Winnebago County Forest Preserve District
City of Lima	Franklin County	Pigeon Forge Parks & Recreation	Winnetka Park District
City of Little Rock Parks & Recreation	Frederick County	Pinellas County Park Department	Wood County Park District
City of Lowell	Geauga Park District	Plainfield Township Park District	Woodridge Park District
City of Lynchburg	Genesee County	Prince William County Park Authority	Worcester County
City of Manassas	Glendale Parks & Recreation	Red River Waterway Commission	Worthington Park & Recreation
	Girl Scouts of Kentuckiana	Reston Association	Yost Strodski Mears
	Glendale Parks & Recreation		
	Glowing Embers Girl Scouts		
	Gray Area Project's LLLC		
	Green River Parks & Recreation		

# The Park & Recreation Maintenance Management School

## January 30 - February 4, 2011

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

For more information, visit us on the web at [www.oglebay-resort.com/schools](http://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 \_\_\_\_\_

Do you require special accommodations?  Yes  No

Do you require a special diet?  Yes  No

(You will be contacted regarding your special requests.)



### Package Includes:

- Sunday Reception/Hors D'Oeurvres
- 5 nights lodging
- Breakfast and lunch Monday through Thursday
- Thursday evening graduation banquet reception and dinner
- Friday continental breakfast

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

## Package Prices

<b>Tuition</b>	\$ 449			
			<b>TOTALS</b>	
<b>Room &amp; Board</b> (Single Premium)	\$ 913.26	→	<input type="checkbox"/> (Single Premium)	<b>\$1,362.26</b>
(Single Standard)	\$ 745.26	→	<input type="checkbox"/> (Single Standard)	<b>\$1,194.26</b>
(Double)	\$ 588.46	→	<input type="checkbox"/> (Double)	<b>\$1,037.46</b>

Room & Board package includes all taxes.

Early arrival on Saturday available for an additional \$143. Price does not include meals.

## MMS is going "GREEN"

A CD of all the monographs is being provided to all students at no cost. If you desire to purchase a printed hard copy of the monograph the cost is \$50. This fee will be added to the tuition cost. Please call the NTC at 304-243-4126 or email Ashley Fisher at [afisher@oglebay-resort.com](mailto:afisher@oglebay-resort.com) if you wish to purchase a monograph.

### 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.