VISION POSSIBLE

Florida Recreation and Park Association
Annual Conference and Exhibit Hall

August 31 - September 3, 2020

OMNI CHAMPIONSGATE
1500 MASTERS BOULEVARD | CHAMPIONSGATE, FL 33896

THIS BROCHURE IS FULLY INTERACTIVE!
CLICK ON LINKS WHERE INDICATED TO GET YOU WHERE YOU WANT TO GO.
Dates to Remember

**JULY 31**
Early Registration Deadline
Last day to request refund (minus $50 admin fee)

**AUG 7***
Last day for FRPA room block rates at host hotel
*or until room block is full

**AUG 10**
Last day to mail in registration paperwork
Final day to request refund (minus $75 admin fee)
Omni Hotels & Resorts
1500 Masters Boulevard
Championsgate, FL 33896

Surrounded by 36 holes of championship Orlando golf, the Omni Orlando Resort includes 720 guest rooms and suites as well as two- and three-bedroom villas, equipped with every modern convenience and a host of luxury amenities. In addition to walk-out golf, guests may choose to relax in our signature Mokara spa, dine in one of our seven restaurants or enjoy 15 acres of pools and recreation activities including the 850-foot lazy river.

In addition:
- Formal pool/private cabanas
- Zero-entry family pool with a 125-foot corkscrew water slide
- Complimentary scheduled shuttle
- Transportation provided to the Walt Disney World® Theme Parks
- Basic WiFi included in resort service charge

Room Rates
(+ taxes) per night.
$139 - single/double room
The Resort fee is waived.
Rates are available until August 7, 2020. Self Parking is complimentary for those staying onsite or $18/day for those not staying onsite. Valet parking is $32/night.

Walt Disney World
To purchase specially priced Disney Meeting/Convention Theme Park tickets, please call 407-566-5600 or visit https://mydisneygroup.com/flrecreation2020. Tickets are valid 7 days pre, during, and 7 days post meeting dates. Please note the cut-off date for advance purchase savings is August 24, 2020.

RESERVATIONS
All attendees will be responsible for making their own reservations by calling the Omni Resorts Reservations Team at 1-800-THE-OMNI (1-800-843-6664) or online at: http://www.omnihotels.com/hotels/orlando-championsgate/meetings/florida-recreation-and-park-association-foundation-2020 Please beware of housing scams. Only book your hotel through the number or website that have been provided. These rates include all fees.
The Annual FRPA Conference is a gathering of recreation and park professionals for a time of learning, connecting and creating memories. Conference serves as a concentrated time to get away from the office or field and immerse yourself in all things relating to parks and recreation. This year the theme is “Vision POSSIBLE”. Park and Recreation professionals build community every day. Conference sessions help support the idea that your vision is possible. Each session is a building block for you and your agency in the pursuit of creating and cultivating community.

The Conference Committee reserves the right to re-schedule, cancel and add courses to the Conference Program. Every effort is made to minimize changes. In the event of a change, those who have pre-registered for sessions affected will be notified. You are strongly encouraged to pre-register in order to assure you are contacted with program changes. Once on-site you will receive an up-to-date conference program, which you should utilize to confirm your selected activities.

**WHO SHOULD ATTEND**

Delegate registration is for personnel employed by public or private agencies providing recreation, park, or leisure services; persons employed as educators at universities and colleges; fully retired park and recreation professionals; citizens serving on Recreation, Parks or Leisure Services Advisory Boards; or citizens interested in or involved in the promotion of the parks, recreation and leisure services profession. Individuals employed by a company offering support services, equipment, consulting, etc. to park and recreation departments are considered commercial vendors. Commercial vendors must have an exhibit booth or be a major conference sponsor to attend any conference event, education session or social activity. For more information about sponsorships, contact us at 850-878-3221.

**MEALS**

All events that include food require a ticket. Tickets to all events are included in full registration. Lost tickets will not be replaced.

- Full Registration package includes:
- Monday Grand Opening of the Exhibit Hall: light evening hors d’oeuvres
- Tuesday Exhibit Hall: light breakfast items
- Wednesday Awards and Installation Ceremony: full lunch

If you desire to purchase a ticket to the Exhibit Hall or Awards Banquet, you may do so in Section 4 of the Registration Form. Return it by the stated deadline. Please be aware that Awards and Installation Ceremony tickets will only be available for purchase through August 10. For more information see page 6.
Refunds/Cancellations

All requests for refunds must be submitted in writing to the FRPA Executive Office and must be received no later than July 31, 2020 in order to receive a refund less a $50 administrative fee. All refund requests received between August 1 and August 10 will be assessed a $75 administrative fee. No refunds will be made after August 11, 2020. No exceptions including but not limited to: no shows, traffic delays, weather, other natural disasters, last minute changes in agency travel policies, and budget restrictions resulting in limitations on travel. Please be aware that where there is buffet food service, such as the opening of the exhibit hall, you are encouraged to attend early. While we attempt to project the amount of food needed, we cannot project the amount of food consumed by delegates. If you have recently traveled (within two weeks) outside the United States or in an area that is a “hot spot” for any communicable disease, please do not register for the FRPA Conference.

Badges

You must wear your badge for entry into all FRPA events including socials, education sessions, and ticketed events. Plan to pick up your badge before registration closes if you wish to attend an evening event. A replacement badge is $10. Guest badges can be purchased for entrance into socials only and are intended for spouses of registered delegates and fully retired park and recreation professionals. See Section 3 of the Registration Form.

Attire

Conference activities take place indoors. As some rooms tend to be chilly, you may want to be prepared with a sweater or jacket. Attendees are expected to dress in business casual clothing with the exception of the Awards Banquet on Wednesday. This particular event is business attire. (No jeans, please!)

Children

Conference events are not intended for children. No one under 18 will be permitted entry to socials or exhibit hall functions.

First Timers

If this is your first conference, we are so glad to have you join us! Be sure to check out the class Conference GPS on Monday morning to help you get oriented to all that conference has to offer, as well as meet some key leadership with FRPA.

Below are some helpful tips:

- watch for pre-conference emails coming to your Inbox leading up to conference
- download the FRPA Events App
- make use of the Conference Planner to plan out what you will be attending
- respond to the email we send you confirming your Banquet attendance
- connect with us on social media (see page 45)
- go to frpa.org/conference/confgeneral/first-time for more tips!

Nursing Mothers

The FRPA Conference is breastfeeding friendly! Please let us know if you are a nursing mother in need of a private room.
Volunteers make conference happen. Without you we wouldn’t have Verification Officers, Socials, Registration, Check-In and more. Volunteering is also a great way to connect to your professional association. You meet new people, network and learn first-hand what goes on behind the scenes. You will be in charge of your volunteer schedule through the FRPA SignUp.com website. You can preview and sign up for volunteer spots by clicking the “volunteer” button below. The Conference could not come to fruition without hundreds of hours of volunteer time. We truly appreciate your giving back to FRPA.

https://signup.com/go/MEBDREW

Awards and Installation Banquet

WEDNESDAY, SEPTEMBER 2 @ 11:45 A.M.

The Annual Awards and Installation Banquet is a time to come together as a professional group and recognize those who are excelling in the field. It is also an opportunity to acknowledge and meet the incoming Board of Directors. This luncheon is included in full registration and Wednesday daily registration. Additional tickets are available for purchase through August 10. See Section 4 on the Registration Form. You will receive an email confirming your attendance before conference. You MUST respond to the email to obtain a banquet ticket upon check in at the conference. Dress for the luncheon is business dress-no jeans or shorts.

The FRPA Award Nomination cycle takes place during the month of April each year.

FRPA AWARDS WEBPAGE

BACK TO QUICK LINKS
SCHEDULE

SUNDAY, AUGUST 30
4:00 p.m. - 7:00 p.m.   Registration Open
3:00 p.m. - 6:00 p.m.   FRPA Board Meeting

MONDAY, AUGUST 31
7:00 a.m. - 10:15 a.m.   Registration Open
8:00 a.m. - 10:15 a.m.   Breakout Sessions
10:30 a.m. - 12:00 p.m.  Opening General Session
12:00 p.m. - 1:30 p.m.   Director’s Luncheon*
1:00 p.m. - 7:00 p.m.    Registration Open
1:00 p.m. - 4:00 p.m.    Breakout Sessions
4:00 p.m. - 7:00 p.m.    Exhibit Hall Grand Opening

TUESDAY, SEPTEMBER 1
7:00 a.m. - 12:00 p.m.   Registration Open
8:00 a.m. - 9:00 a.m.    Breakout Sessions
9:00 a.m. - 12:00 p.m.   Exhibit Hall Open
1:00 p.m. - 4:00 p.m.    Registration Open
1:15 p.m. - 4:00 p.m.    Breakout Sessions
4:00 p.m. - 5:30 p.m.    General Session

WEDNESDAY, SEPTEMBER 2
7:00 a.m. - 11:00 a.m.   Registration Open
8:00 a.m. - 11:30 a.m.   Breakout Sessions
11:45 a.m. - 2:30 p.m.   Awards and Installation Banquet
2:45 p.m. - 5:45 p.m.    Breakout Sessions
2:45 p.m. - 5:00 p.m.    Registration Open
5:00 p.m. - 7:00 p.m.    FRPA Board Meeting

THURSDAY, SEPTEMBER 3
7:00 a.m. - 9:00 a.m.    Registration Open
8:00 a.m. - 10:15 a.m.   Breakout Sessions
10:30 a.m. - 12:30 p.m.  Closing General Session
DIRECTOR’S DAY & LUNCHEON

The Director’s Day & Luncheon is a time set aside just for Directors of Park and Recreation Departments to come together and discuss trends, share new ideas, and network. An extra fee is required to participate in the luncheon (see section 4 on the registration forms).

MONDAY, 8:00 AM - 4:00 PM; BREAKS FOR THE OPENING GENERAL SESSION AND THE LUNCHEON
Identifying Trends for the (Post COVID-19) 2020s
[for Directors only; 0.4 CEUs]

Neelay Bhatt
Principal, PROS Consulting

As the COVID-19 pandemic has shown us, the only thing we can predict is change. As agencies in Florida plan for the next decade, this session will help you look at trends, plan for future shifts and build an agency culture that can innovate and thrive in increasingly unpredictable times.

Learning Objectives
• List key trends that may occur in the coming decade.
• Identify ways in which this can be applied to your agency and to parks and recreation overall.
• Identify techniques to build an agency culture that can innovate and grow amidst change.

THE LUNCHEON IS FROM 12:00 PM - 1:15 PM (REGISTRATION REQUIRED FOR THE LUNCHEON)

SERVICE PROJECT

This year we will be collecting used eyeglasses for the Service Project. These eyeglasses will be donated to the Lions Club International, where they will recycle them and get them to those in need. Sunglasses are also accepted! You can begin a collection drive at your local facilities and parks and then bring them to conference where we will total the amount collected to report. We encourage you to share your efforts with us so that we can let everyone know about the great work you’re doing.
FRPA EVENTS APP

Available on iOS and Android devices for free For in-depth instruction visit http://bit.ly/2IVSLr5
1. Search ‘EVENTSENTIAL’ in your app or play store
2. Download to your phone or tablet
3. Search for “FRPA” and add the event to your phone
4. Enter the email address you used to register for conference
5. Begin enjoying all the features!

App Features
• Build your own schedule from the classes that have been pre-loaded for you to choose from
• Receive up-to-date news and information right on your device
• Access maps to help you get around
• Explore the exhibit hall map and make a plan of who to visit
• Access information about speakers and presenters
• Never miss an event with notifications on your device
• Connect with other delegates
• Become familiar with the sponsors that help make conference a success

WE ARE THANKFUL TO GREENFIELDS FOR THEIR SUPPORT OF THE FRPA APP!

ANNUAL TRADESHOW & EXHIBIT HALL

FRPA is able to offer this high quality conference at such an affordable price because of the support of the commercial companies who exhibit in the Trade Show. For more information about Exhibiting at the FRPA Annual Conference please visit frpa.org/conference/confexhibitor.

CONNECT WITH VENDORS REPRESENTING PRODUCTS AND SERVICES IN THESE AREAS:
LANDSCAPE ARCHITECTS  RECREATION EQUIPMENT  RECREATION SOFTWARE  WEATHER MONITORS  TICKETING
SHADE AND AWNINGS  EVENT SUPPLIES  HARDSCAPES  PREFABRICATED STRUCTURES  CONSERVATION
PLAYGROUNDS  CONSULTANTS  NON-PROFITS  AQUATICS SUPPLIES  CONSTRUCTION  SPORTS EQUIPMENT
ENTERTAINMENT  FIREWORKS  SPORTS LIGHTING AND MORE!

BACK TO QUICK LINKS
What do all remarkable people and organizations have in common? They've discovered the power of a winning mindset. Mindset is defined as a mental attitude that predetermines a person's response and interpretation of a situation. The foundation for constructing winning results is a winning mindset!

The beliefs we have about our talent, potential, and opportunities have a tremendous influence on how we perform. As a result, we rarely achieve more or become more than we believe we can. Why? Mindset directs behavior, which dictates motivation, which determines outcomes. A winning mindset produces results. A mediocre mindset produces excuses, and you see yourself as a victim. Mindset determines how you will perform when it matters most. The most important capability you have is the capacity to choose your mindset. A winning mindset is something that can be learned, changed, and leveraged. It creates a self-belief that unlocks your potential, passion, and purpose.

**EDDIE SLOWIKOWSKI**

**OPENING GENERAL SESSION**

*Performance Beyond Gold - How to Better Your Best and Top Yourself Consistently*

*Monday, August 31 | 10:30 AM | 0.1 CEUs*

If you want to energize your performance and become the best version of you, look no further than world-class speaker and entrepreneur Eddie Slowikowski. It’s time to identify your gifts and talents and create your 4 Minute Formula. With his history as a world-class runner and self-made entrepreneur, Eddie knows a thing or two about peak performance and making teamwork a reality. It’s time to match who you are with who you want to be. 3 minutes and 58 seconds - the amount of time it took Eddie Slowikowski to run the mile. Whether it’s as a Gold Medal winner for the USATrack & Field Team, a 3-time NCAA All-American, or an internationally known speaker, Eddie knows what it takes to be elite. best of all, Eddie can channel that sense of accomplishment through interactive storytelling to audiences everywhere. He can make you laugh, cry, dance and learn...all in one presentation! It’s a roller coaster journey like no other, and Eddie’s been doing it for over 25 years.

**NEELAY BHATT**

**VICE PRESIDENT / PRINCIPAL, PROS CONSULTING, INC.**

**TUESDAY GENERAL SESSION**

*Bringing Life to A Community in an Equitable Way*

*Tuesday, September 1 | 4:00 PM | 0.15 CEUs*

The COVID-19 pandemic combined with societal events have exposed the need for physical and mental healing in our country. As our spaces were restricted and programs were canceled, opportunities to serve the community came in many forms including feeding, testing sites, and social services. Now the opportunity exists for our industry to educate other entities to demonstrate what happens when the community convenes in places where all things are equitable. What role will parks and recreation professionals play in re-creating a sense of community across our state and our country? Our speaker will allow us to explore the explicit and implicit reasons for inequities that require vision and intentional actions to change.

**ROGER CRAWFORD**

**CLOSING GENERAL SESSION**

*The Power of a Winning Mindset - Change your Mindset, Change Your Results*

*Thursday, September 3 | 10:30 AM | 0.1 CEUs*

The beliefs we have about our talent, potential, and opportunities have a tremendous influence on how we perform. As a result, we rarely achieve more or become more than we believe we can. Why? Mindset directs behavior, which dictates motivation, which determines outcomes. A winning mindset produces results. A mediocre mindset produces excuses, and you see yourself as a victim. Mindset determines how you will perform when it matters most. The most important capability you have is the capacity to choose your mindset. A winning mindset is something that can be learned, changed, and leveraged. It creates a self-belief that unlocks your potential, passion, and purpose.
COMMUNITY BUILDING

Many of the sessions you will find throughout the Conference surround the Community Building Pillar.

YOUNG PROFESSIONALS

This year, FRPA began a Young Professionals Workgroup in an attempt to connect with this age group how they would like to be connected with. Join us on Monday morning at 8:00 am for a speed round where we will talk about the direction of this emerging group.

SOCIALS

The FRPA Annual Conference will not be hosting any formal socials this year due to COVID-19. It’s unfortunate that things are this way but we also know you will understand our need to reduce the possibility of transmission of the virus. Please be aware as you may be making your own plans to gather with your colleagues, that you adhere to physical distancing standards and other safety measures. Large gatherings will not be allowed in the hotel lobby or in any other meeting room. Conference delegates are expected to follow all directions and guidelines from the hotel.
## 2020 Conference Sponsors

<table>
<thead>
<tr>
<th>Awards Video</th>
<th>Opening Session</th>
<th>Directors Day</th>
<th>Opening Session</th>
</tr>
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<tbody>
<tr>
<td>Rep Services, Inc.</td>
<td>Landscape Structures</td>
<td>Musco Lighting</td>
<td>Kimley-Horn</td>
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<thead>
<tr>
<th>Directors Luncheon</th>
<th>Name Badges</th>
<th>Delegate Bags</th>
<th>Awards Brochure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wescoturf</td>
<td>Thor Guard</td>
<td>Greenfields Outdoor Fitness</td>
<td>Drp Dominica Recreation Products</td>
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<tr>
<th>Event App</th>
<th>Signage</th>
<th>Tuesday General Session</th>
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<td>Greenfields Outdoor Fitness</td>
<td>Usascape Fabric Structures</td>
<td>Florida Sports Foundation</td>
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<th>Bliss Products and Services</th>
<th>Sani Stations</th>
<th>Watermen</th>
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<th>Newsletters</th>
<th>Closing Session</th>
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<td>Vision Possible</td>
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FITNESS OPPORTUNITIES

The FRPA Annual Conference will not be hosting any scheduled fitness classes or runs this year due to COVID-19. It’s unfortunate that things are this way but we also know you will understand our need to reduce the possibility of transmission of the virus. Please be aware as you may be making your own plans to gather with your colleagues, that you adhere to physical distancing standards and other safety measures. Conference delegates are expected to follow all directions and guidelines from the hotel.

Fitness on Your Own
The Omni Championsgate has a complimentary, full-service fitness center, a spa, pool, and jogging trail. Everything you need to keep up with your health goals.

VERY IMPORTANT PARTNERS

FRPA extends our sincere appreciation to our Very Important Partners. Because of the continued generosity of these companies, we are able to bring you enhanced member services throughout the year. Thank you to Dominica Recreation Products, Eaton Ephesus Lighting, Greenfields Outdoor Fitness, Musco Lighting, and REP Services.
EDUCATION SESSIONS

Due to frequent changes in the availability of speakers and space available in the Conference Center in relation to measures being taken to ensure the safety of attendees, education sessions may be withdrawn from the agenda or taken to a virtual format.

**CEU POLICY:** To earn Continuing Education Units (CEUs), delegates must attend the entire session. There is no exception for late arrivals. Plan your travel to arrive at the session at least 10 minutes prior to its beginning. FRPA maintains records for members who participate in FRPA CEU courses. **YOU MUST SIGN IN AND COMPLETE THE EVALUATION TO RECEIVE CREDIT.** Non-Members desiring proof of attendance will need to pay the transcript fee noted on the Registration Form in Section 3.

**MONDAY, AUGUST 31**

**8:00 AM - 9:00 AM | 0.1 CEUs**

**Speed Round - Young Professionals**

**Kevin Trapp**

Recreation Supervisor, Belleair Parks and Recreation

FRPA’s Young Professionals group would like to invite all young professionals to join them for a discussion about the future of the parks and recreation field as it relates to young professionals. This time together will include a presentation by the YP workgroup; including their goals and intended activities for the coming year.

**Learning Objectives:**
- Learn about the upcoming activities and goals of the FRPA Young Professionals workgroup.
- Participate in a discussion about the challenges/opportunities facing the Young Professionals in the field of recreation and parks.
- Provide input on the direction of the FRPA Young Professionals workgroup.
- Turn the examples shared into a mini action plan to implement at their own programs and facilities.

**9:15 AM - 10:15 AM | 0.1 CEUs**

**Conference GPS**

David Ramirez, CPRP

Athletics Manager, Hillsborough County Parks and Recreation

Welcome to FRPA Conference 2020! New to conference? Then this class is one you don’t want to miss! The ins, outs and secret handshakes will be disclosed along with other classified information to get you through your first conference successfully.

**Learning Objectives:**
- Discuss acceptable conference etiquette and practices.
- Meet the very first members of your new networking group.
- Identify ways you can maximize the conference week with education, networking, and resource sharing.

**8:00 AM - 10:00 AM | 0.2 CEUs**

**Great Customer Service Is Not Enough**

**Bobbi Nance**

President, Recreation Results

In a world where customized, on-demand, Instagrammable services are becoming the norm, how are park and recreation organizations supposed to compete? We’ll have you stepping into your customers’ shoes in order to re-evaluate the way you think about your programs, facilities, and services and show you the moments that really matter to keep your customers coming back.

**Learning Objectives:**
- Describe the difference between customer service and customer experience and which one matters most.
- List the 4 key questions you need to constantly use to evaluate your services if you want to improve customer loyalty.
- Learn how the City of Tamarac is using GIS in daily operation to better manage and assess their entire park inventory including analysis of assets by condition rating, view asset locations and current status via dashboards and field access.
- Identify how the City of Tamarac empowers residents and visitors to find and utilize every park location and promote the parks and recreation department with GIS.
- Understand how GIS can be implemented and leveraged for your specific needs and challenges for your organization and department.

**9:15 AM - 10:15 AM | 0.1 CEUs**

**The Power of GIS – A Tamarac, Florida Case Study**

**Rance Gaede**

Recreation Superintendent, Tamarac Parks and Recreation

This session will present a case study demonstrating how the City of Tamarac has adopted and utilized GIS in its daily operations. The system has allowed the City to better manage and assess its entire park inventory and includes an analysis of assets by condition rating, view asset locations and current status via dashboards and field access.

**Learning Objectives:**
- Identify resources that will help you move through your recovery efforts.
- Learn and discuss ways to introduce programs and events back into your community.
- Recognize ways to include community partners as you move forward.

**9:15 AM - 10:15 AM | 0.1 CEUs**

**Triumph After Tragedy: Rebuilding a Community**

**Gayle Vasile**

Communications Manager, City of Parkland

Transitioning from crisis mode to your new normal can be challenging after a tragedy. Learn what it takes to be triumphant. This session will chronicle the aftermath of the Marjory Stoneman Douglas High School shooting. Journey through our emotional experience and lessons learned.

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**9:15 AM - 10:15 AM | 0.1 CEUs**

**Your Vision Made Simple**

**Kyle Pryce**

Parks Program Supervisor, Collier County Parks and Recreation

You are a leader who has a great vision for your organization or group. Your followers need a simple guide to understand it. In this session, you will learn how to identify words and actions that will drive your vision and make it simple for those around you to follow.

**Learning Objectives:**
- Define “vision”.

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EDUCATION SESSIONS

• Outline specific behaviors or actions that are necessary to meet your goal.
• Identify words and phrases to simply communicate your vision to others.

9:15 AM - 10:15 AM | 0.1 CEUS
Understanding Staff Engagement and Performance
MARC SOLOMON
RECREATION SUPERINTENDENT, CHARLOTTE COUNTY COMMUNITY SERVICES
Have you ever wondered why some staff members, supervisors or work groups seem more engaged and more productive than others, even within the same organization? Have you ever asked yourself “what do they know that I don’t know”? This session will explore the answers to those questions!
Learning Objectives:
• Explore several leading theories on staff engagement and motivation.
• List the common obstacles to staff engagement and peak performance.
• Identify ways to increase staff engagement, morale and performance in your organization.

10:30 AM - 12:00 PM | 0.1 CEUS
OPENING GENERAL SESSION: The 4 Minute Formula for Success
Eddie Slowikowski
If you want to energize your performance and become the best version of you, look no further than world-class speaker and entrepreneur Eddie Slowikowski. It's time to identify your gifts and talents and create your '4 Minute Formula'. With his history as a world-class runner and self-made entrepreneur, Eddie knows a thing or two about peak performance and making teamwork a reality. It's time to match who you are with who you want to be. 3 minutes and 58 seconds - the amount of time it took Eddie Slowikowski to run the mile. Whether it's a Gold Medal winner for the USA Track & Field Team, a 3-time NCAA All-American, or an internationally known speaker, Eddie knows what it takes to be elite. Best of all, Eddie can channel that sense of accomplishment through interactive storytelling to audiences everywhere. He can make you laugh, cry, dance and learn...all in one presentation! It's a roller coaster journey like no other, and Eddie's been doing it for over 25 years.
Learning Objectives:
• Participants will learn how to create a lasting mind/body connection through mindfulness and physical movement.
• Participants will discover how to use the seven steps of the 4 Minute Formula to create Action Plans to take your Vision to reality.
• Participants will be able to create a positive and exciting team atmosphere to set the stage for meaningful experiences for the community.

1:30 PM - 2:30 PM | 0.1 CEUS
Enhancing Player and Spectator Experiences Through Technology
Bob DeCouto
CENTRAL FLORIDA REPRESENTATIVE, MUSCO SPORTS LIGHTING
Advancements in technology can enhance how we play and view the game. This session will explore how you can better integrate technology into your facility to provide an experience like no other. We will be discussing light control, light shows, colored/accented lighting, video streaming, wifi and controls for various other aspects of your park.
Learning Objectives:
• Know and understand various technologies that can add to spectator experience.
• Know and understand various technologies that can add to spectator experience.
• Know and understand how to evaluate various technologies to insure the best value.

1:30 PM - 3:30 PM | 0.2 CEUS
Introduction to the FRPA Impact Calculator
Charla Lucas, CPRP
DIRECTOR OF MARKETING, COMMUNICATION AND STRATEGIC VISION, FLORIDA RECREATION AND PARK ASSOCIATION
The FRPA Impact Calculator was introduced last year as an integral tool for park and recreation professionals to help determine the value they add to their communities. Join us as we look at each part of the Calculator, reviewing the inputs and how to use the information you generate.
Learning Objectives:
• Explore each calculator within the FRPA Impact Calculator, identifying the value of each.
• Identify resources that will provide the values needed for input.
• Learn the mechanics of using the FRPA Impact Calculator.

1:30 PM - 3:30 PM | 0.2 CEUS
Staff Recruitment and Retention Round Table
Mike Massoglia
RECREATION SUPERVISOR, CHARLOTTE COUNTY COMMUNITY SERVICES
Marc Solomon
RECREATION SUPERINTENDENT, CHARLOTTE COUNTY COMMUNITY SERVICES
This session is focused on staff recruitment and retention challenges parks and recreation agencies face and exploring strategies to meet those challenges. Time will be dedicated for participants to engage in open discussion and share the challenges their agencies face and/or solutions their agencies have implemented.
Learning Objectives:
• Identify at least three innovative staff recruitment techniques.
• List three proven staff retention strategies that can be easily implemented.
• Discuss staff recruitment and retention challenges their agencies have faced and the steps taken to address those challenges.

1:30 PM - 2:30 PM | 0.1 CEUS
A New Approach to Parks & Recreation System Planning
David Barth
PRINCIPAL, BARTH ASSOCIATES
A new approach to parks and recreation system planning is needed to respond to the changing roles of parks and recreation – one that is more comprehensive, collaborative, scientific, and strategic. David Barth, author of the new book Parks and Recreation Planning, discusses his new planning model and approach.
Learning Objectives:
• Describe the traditional parks and recreation system planning model.
• Identify differences between the traditional model and the proposed new approach.
• Define the benefits of the new approach.

1:30 PM - 3:30 PM | 0.2 CEUS
The Art of Gaining Consensus and Getting Things Done
Bobbi Nance
PRESIDENT, RECREATION RESULTS
No matter whether it's a new project, policy, park, or program you're working on, getting...
people on board and working together is a key challenge that every professional must overcome in order to get things done. Learn how to proactively weave tactics that create consensus into your projects in order to avoid many of these challenges in the first place, as well as how to respond to resistance and conflict when it happens.

Learning Objectives:
• Identify the important roles of a group facilitator should take on, including when to be neutral and when and how to apply persuasion techniques to bring groups together.
• Discuss why humans don’t always make decisions based on logic, and how that impacts your projects.
• Analyze the root cause for disagreement in a group and identify exercises and tactics to respond.

3:00 PM - 4:00 PM | 0.1 CEUs
Building Community from the Ground Up
Louis Holstein
PROGRAMS DIRECTOR, CITY OF MULBERRY
Working for the City of Mulberry, Louis Holstein has had to overcome hurdles to establish a sense of place, and build community. In this high energy talk, attendees will learn how to build trust in the local community, and how to establish a social media identity to get their message out.

Learning Objectives:
• Identify concrete ways to build relationships within your local community and create buy-in.
• Learn tips on how to establish a specific voice in your social media presence.
• Recognize the importance and benefits of efficient social media curation in place building.

3:00 PM - 4:00 PM | 0.1 CEUs
The Tao of Being: A Living Formula
Rob Wilson
DOMINICA RECREATION PRODUCTS/GAMETIME
On two completely separate occasions, Albert Einstein wrote an algebraic formula for success and a theory on happiness. This workshop reformulates that math and theory, taking us on a journey of environmental, technology, demographic and social changes.

Learning Objectives:
• Learn the importance of future thinking.
• Explore current “outside” trends that can affect parks and recreation.
• Brainstorm specific trends in small groups.

8:00 AM - 9:00 AM | 0.1 CEUs
Be a Futurist - How Will Trends Affect Parks and Recreation
Felicia Donnelly, AICP
ASSISTANT CITY MANAGER, CITY OF OLDSMAR
Come be part of a session that will inspire you to think about trends that are taking place in the world around you as it relates to parks and recreation in terms of environmental, technology, demographic and social changes.

Learning Objectives:
• Learn the importance of future thinking.
• Explore current “outside” trends that can affect parks and recreation.
• Brainstorm specific trends in small groups.

EDUCATION SESSIONS

TUESDAY, SEPT 1

8:00 AM - 9:00 AM | 0.1 CEUs
Creating Positive Practices to Reduce Unconscious Bias
Lori Hoffner
PROFESSIONAL SPEAKER, TRAINER AND CONSULTANT, SUPPORTING COMMUNITY INC.
One's age, gender, gender identity, religion, sexual orientation, weight, and other characteristics are subject to bias. Unconscious biases are social stereotypes about groups of people individuals form outside their conscious awareness. We’ll discuss five steps you can take to create positive practices and awareness and ensure unconscious bias is recognized.

Learning Objectives:
• Define unconscious bias and how it impacts a workplace culture.
• Outline intentional steps that all staff can engage in to recognize and reduce these biases.
• Describe examples of commonalities in order to create more robust environment of inclusivity.

8:00 AM - 9:00 AM | 0.1 CEUs
Getting the Most Out of Your Pool Controller
Bobby Stecher
WATER QUALITY MANAGER, COMMERCIAL ENERGY SPECIALISTS
Automated control is one of the baselines of pool operations, protecting bathers and the pool equipment from the effects of over and under-chlorination. But modern systems do much more, and are the hub of the equipment room. This course is a review of controller operations and capabilities.

Learning Objectives:
• Gain increased understanding of controller capabilities.
• Recognize the various types of automated controller communication options.
• Identify the importance of maintaining ORP.

8:00 AM - 9:00 AM | 0.1 CEUs
Uncover Your Blind Spots: The Five Keys to Winning
Velma Knowles
CHIEF ENCOURAGING OFFICER, LEADERS PATHWAY
Whether you know it or not, you have blind spots! We all have blind spots and that’s because we don’t know what we don’t know. With so many distractions competing for our attention, having a clear vision is a must-have for long-term business and personal success. In this program, you will learn the five blind spots that could be clouding your vision and holding you back from accomplishing your goals. It’s time to uncover what could be right in plain sight... you just need to see it from a different perspective.

8:00 AM - 9:00 AM | 0.1 CEUs
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• Learn the importance of future thinking.
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8:00 AM - 9:00 AM | 0.1 CEUs
Speed Round - Adult Athletics
Pete Doherty
RECREATION COORDINATOR, TOWN OF JUPITER
Lyndsey Marsh, CPRP
ATHLETICS, PALM BEACH GARDENS PARKS AND RECREATION
This speed round will cover a variety of topics specifically for adult athletics. Some of the topics that will be discussed include but not limited to league management and enforcement of rules, trends in adult sports, officiating, dealing w/difficult participants, sustaining and growing adult sports in the community.

Learning Objectives:
• Identify issues facing adult sports.
• Outline strategies to help assist in minimizing issues in adult sports.
• Discuss trends and marketing opportunities to reach adult participants and grow leagues.

8:00 AM - 9:00 AM | 0.1 CEUs
Uncover Your Blind Spots: The Five Keys to Winning
Velma Knowles
CHIEF ENCOURAGING OFFICER, LEADERS PATHWAY
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Learning Objectives:
- Identify the 5 key blind spots holding you back.
- Learn how to finish strong even when you have too much to do and not enough time.
- Keep your eyes from crossing as you uncover your natural blind spot.

1:15 PM - 2:15 PM | 0.1 CEUs
**Learning Objectives:**
- Identify procrastination styles with 'My SPUD Method'.
- Leverage your superpowers to increase productivity.
- Understand procrastination styles with the 'My SPUD Method'.

1:15 PM - 2:15 PM | 0.1 CEUs
**On the Horizon; Everything from Y to Z**
Lori Hoffner
Professional Speaker, Trainer and Consultant, Supporting Community Inc.
Learn the similarities and differences between the Gen Y/Millenials and the up-and-coming Gen Z generations. Better understand how today's young adults, teens and youth think and behave—whether they are your staff or consumers. You'll learn how to create an environment of cooperation and open-mindedness that will help you communicate across these dynamic groups.

1:15 PM - 2:15 PM | 0.1 CEUs
**Optimizing Economic and Financial Outcomes in Your Parks and Recreation Assets**
Jason Clement
Co-Founder & CEO, Sports Facilities Management LLC
Parks and recreation assets produce significant economic, social, and community benefits. Understanding these benefits—including parks’ impact on property values, health care costs, crime rate, and community engagement—is the first step in evaluating the value of your parks and recreation assets. The second step is to understand where you have opportunities to optimize your assets utilizing creative financing, program development, new facilities development, and cost containment strategies to improve parks and recreation revenue results.

Learning Objectives:
- Identify insights into the various economic benefits of parks.
- Apply proven strategies for optimizing the impact of parks and recreation facilities.
- Describe the current state of their assets.

1:15 PM - 2:15 PM | 0.1 CEUs
**But It Has Always Been Done This Way**
Ronnie Glotzbach
President/Owner, Bach Training & Development Corp.
As you are asked to do more with less every day, there is no more ‘business as usual’. With the need to impact economic development, each of us needs to continuously improve our services. This session will help you discover creative solutions for solving problems and new ways to mistake-proof your job. Get out of “the way it has always been done”!

Learning Objectives:
- Describe creative problem-solving techniques.
- Apply techniques to real world problems.
- Use mistake-proofing methods to resolve customer problems.

1:30 PM - 3:30 PM | 0.2 CEUs
**Communicating for Success...The Old-Fashioned Way**
Jennifer Pustizzi
Master Trainer, Bach Training & Development Corp.
ALL day, EVERY day, we have to communicate on the field, in the office, or at an event. Doing it effectively is the challenge! Technology helps us...
EDUCATION SESSIONS

Communicate faster but has it made us more effective communicators? This session teaches you how to communicate “the old fashioned way” by interacting one-on-one with professionalism, confidence, and positive assertiveness.

**Learning Objectives:**
- Use the power of assertiveness to obtain positive results.
- Discover the importance of reacting positively during challenging interactions.
- Experience how verbal and nonverbal communication affects your professional image.

**1:30 PM - 3:30 PM | 0.2 CEUs**
**Creating and Leading Meetings People Want to Take Part In**
Michelle Bono  
President/CEO, Bond Communications and Marketing

If you survey employees about what they like the least about their jobs, you’re almost guaranteed to find “too many or unproductive meetings” near the top of the list. This session will focus on creating an environment where bad meetings, wasted time, and unnecessary/unproductive meetings are eliminated, and meetings essential to inclusion, buy-in, communication and coordination become the norm. It involves creating the right environment, strong preparation, and learning the art of good facilitation. You’ll walk away with valuable strategies you can use as a leader or participant.

**Learning Objectives:**
- Learn the importance of trust and inclusion in making meetings more successful.
- Identify elements of productive meetings that create buy-in from participants.
- Learn the value of meeting preparation and strategies used to create the right environment for good facilitation.

**1:30 PM - 3:30 PM | 0.2 CEUs**
**Failing Forward**
Bobbi Nance  
President, Recreation Results

Take an inspirational look at embracing mishaps, mistakes, and failures as a necessary precursor to success. Sharing stories from start-ups, other local governments, and her own insight on building and leading a nationally-recognized government innovation program, Bobbi will help remove the stigma of failure that inevitably comes with trying new things and teach you some key insights to help you manage the messy business of innovating so that you come out ahead, even when it may seem on the surface that you’ve fallen behind.

**Learning Objectives:**
- Discuss the reasons that professionals fear failure and how it stops us all from being as innovative as we have the potential to be.
- Give examples of methods to minimize risks associated with new projects and initiatives. Strategize ways to react and respond when things “go wrong”.

**1:30 PM - 3:30 PM | 0.2 CEUs**
**Meeting Licensing Requirements in Your After School Program**
Jennifer Fawcett  
Children’s Program Supervisor, Largo Recreation and Arts

Learn the requirements of the Department of Children and Families in order to assure you are meeting these standards within your childcare program.

**Learning Objectives:**
- Learn the facility and operational requirements when offering a licensed childcare program.
- Learn the staffing and training requirements when offering a licensed childcare program.
- Learn required and beneficial forms when offering a licensed childcare programs.

**1:30 PM - 3:30 PM | 0.2 CEUs**
**Sports Fields: Renovating 160 - Lessons**
Greg Brown  
Parks, Athletics & SafECOM Manager, Hillsborough County Parks and Recreation

**Renato Luis Lauretti**  
President, World Sports USA

**Michael Newcomb**  
CEO, World Sports USA

This program will review and provide lessons and guidance from the County of Hillsborough, Parks and Recreation Department and World Sports USA. This session will explore the County’s four year renovation project, from drafting the RFP, managing the project to final delivery. Hear the perspectives of the County and its contractor.

**Learning Objectives:**
- Identify and learn key elements of a successful sport field renovation and construction bid document.
- Recognize and predict challenges related to sports field renovation projects, including the differences between sport field construction and renovations versus community parks.
- Learn techniques, recognize and understand methods to maintain newly renovated projects to ensure optimal constituent and community use.

**1:30 PM - 3:30 PM | 0.2 CEUs**
**The Many Hats of the Successful Parks and Recreation Professional**
David Barth  
Principal, Barth Associates

Eleanor Warmack, CPRP, CAE  
Executive Director, Florida Recreation and Park Association

The modern parks and recreation professional must wear multiple hats including entrepreneur, project manager, politician, social scientist, strategic planner, and mentor. These are skill-sets that may not come naturally to every professional, and are often learned on the job. This session features several seasoned professionals who will share their knowledge and tips for developing the skills needed for success.

**Learning Objectives:**
- Identify the roles and skill sets needed to be a successful parks and recreation professional.
- Describe how to acquire the needed skill sets.
- Recognize the skill sets applicable to your current and desired position.

**2:45 PM - 3:45 PM | 0.1 CEUs**
**Show Me The Money: Strategies for Getting Your Project Funded**
Evan Eleff  
Co-founder, Sports Facilities Advisory, LLC

Many communities are looking to capitalize on the trend of sports tourism and the potential millions of dollars in economic impact. This session will review real world examples of various approaches and strategies to obtaining project financing for sports and recreation assets in communities across the country. Community leaders will learn practical strategies to take their sports and recreation assets from concept to concrete.

**Learning Objectives:**
- Identify innovative planning and funding strategies.
- Review examples of various approaches and strategies to obtaining project financing for sports and recreation assets.
- Learn practical strategies to take your sports and recreation assets from concept to concrete.

**2:45 PM - 3:45 PM | 0.1 CEUs**
**Staff Communication; Control, Filters and Perception**
Lori Hoffner  
Professional Speaker, Trainer and Consultant, Supporting Community Inc.

Our communication is continually influenced by individual filters. Those filters are established by different factors; one of the most prevalent is the generational filter, developed during socialization and experiences. These filters crucially affect communication and interaction. We will discuss communication models, helping
determine the most successful approach for your organization.

Learning Objectives:

- Describe leadership styles and the impact on communication success or failure.
- Define critical conversations and how the filters one is using; generational, societal or experiential, influence how messages are received.
- Outline multiple communication models that will work best for achieving objectives.

2:45 PM - 3:45 PM | 0.1 CEUs

**Your Background Check Came Back With a Hit. Now What?**

**Chris Goodman**

DIRECTOR OF CIVIC, NBC SPORTS - NATIONAL CENTER FOR SAFETY INITIATIVES

More than 10 years ago, the national background screening guidelines for parks and recreation were released. However, today more than 50% of parks and recreation departments are still operating sub-standard background screening programs. Learn what is being discovered on applicants throughout Florida (parks and recreation departments specifically) and how to not only prevent, but know how to handle the situation once a high risk individual has been discovered.

**Learning Objectives:**

- Learn how to properly execute the national recommended parks and recreation background screening protocols.
- How to use the technology to help you and your staff track documentation from the beginning to end.
- Learn how to handle these situations properly, legally, and to put together a policy from the start to help prevent such situations from occurring.

2:45 PM - 3:45 PM | 0.1 CEUs

**“Bond, Parks Bond...”**

**Ryan Cambridge, PLA**

Planning Practice Leader, Browning Day

**Pegeen Hanrahan**

SOUTHEAST CONSERVATION FINANCE DIRECTOR, THE TRUST FOR PUBLIC LAND

In November of 2018, Doral voters approved a $150M, parks-specific bond measure, one of the largest in the state’s history. This session will explore, through multiple lenses, what factors and strategies helped make this historic bond referendum successful, why some others have failed, and how communities of all sizes and contexts can leverage their ability to bond for park development in Florida.

**Learning Objectives:**

- Recall and distinguish the differences between different alternative funding mechanisms available to municipal parks departments, including bonding.
- Describe which principles and strategies increase the potential of success for park-specific bond referendum and how they could be applied within their community context.
- List multiple technical and thought-based resources available to municipal agencies considering pursuing their own bond or ballot-based funding measures.

2:45 PM - 3:45 PM | 0.1 CEUs

**Meaningful Community Conversations - Facilitate Input and Establish Trust**

**Felicia Donnelly, AICP**

ASSISTANT CITY MANAGER, CITY OF OLDSMAR

Tired of the standard public meeting formats and single public engagement sessions? Learn about some creative methods to truly engage your community that create meaningful input into your programs and services while establishing trust.

**Learning Objectives:**

- Explore various tools to engage community members.
- Learn how to establish relationships with community members.
- Learn how to establish trust.

4:00 - 5:30 PM | 0.15 CEUs

**Bringing Life to A Community in an Equitable Way**

**Neelay Bhatt**

VICE PRESIDENT / PRINCIPAL, PROS CONSULTING, INC.

The COVID-19 pandemic combined with societal events have exposed the need for physical and mental healing in our country. As our spaces were restricted and programs were canceled, opportunities to serve the community came in many forms including feeding, testing sites, and social services. Now the opportunity exists for our industry to educate other entities to demonstrate what happens when the community convenes in places where all things are equitable. What role will parks and recreation professionals play in recreating a sense of community across our state and our country? Our speaker will allow us to explore the explicit and implicit reasons for inequities that require vision and intentional actions to change.

**Learning Objectives:**

- Define the 4 levels of bullying and develop proactive measure in preventing, diagnosing, and eliminating them from your programs.
- Develop proactive anti-bullying initiatives when programs are in the developmental stages.
- Recognize bullying that affects your programs and develop the proper strategies to enforce protection of their participants.
- Define the 4 levels of bullying and develop proactive measure.
EDUCATION SESSIONS

Learning Objectives:
• Learn the algorithms for Facebook and Twitter.
• Identify tools that will assist you in the creations of posts.
• Hear about successful posts from other agencies to assist you in creating high performing posts.

8:00 AM - 9:00 AM | 0.1 CEUs
Sink or Swim-Strategies for Budgeting and Maintenance
Marc Solomon
RECREATION SUPERINTENDENT, CHARLOTTE COUNTY COMMUNITY SERVICES
Have you ever wished you had a way to prepare your facility budget accurately and make it easy to defend? Are repair and maintenance costs keeping you up at night as you approach the end of the fiscal year? Have you ever experienced the “joy” of an equipment failure on a Friday afternoon at 4:00PM resulting in a weekend facility closure? If you answered yes to any of these questions, this session might be just what you are looking for!

Learning Objectives:
• Explore three ways to better plan future expenditures relating to the care, repair and replacement of swimming pool facility equipment.
• Learn the fundamentals of developing a periodic maintenance plan to extend equipment longevity and reduce facility down time resulting from equipment failure.
• Gain an appreciation of the importance of being prepared to perform basic maintenance and repairs with the proper tools, materials and equipment.

8:00 AM - 9:00 AM | 0.1 CEUs
Tips & Tricks to Planning Successful Programs & Events
Vianca Peron-Sellan, MPA
ADMINISTRATIVE SERVICES MANAGER, MIAMI BEACH PARKS AND RECREATION
As a new Parks and Recreation Professional you may only have had the opportunity to work during an event and/or program. Ready to take the plunge and take on the new role? During this one hour speed session, geared towards new Park and Recreation Professionals, we will show you tips and tricks for proposing and executing successful programs and events for your municipality or county. This session is great for conference first-timers or conference alumni looking for fresh ideas.

Learning Objectives:
• Identify new strategies to plan successful programs and events.
• List day-of-tips for execution.
• Discuss challenges/obstacles that may occur before, during and after your program/event.

8:00 AM - 9:00 AM | 0.1 CEUs
Working With the Natural Environment to Design for Active Outdoor Play
Diana Molina
KOMPAN PLAYGROUNDS AND FITNESS
Suzanne Quinn
KOMPAN PLAYGROUNDS AND FITNESS
We are seeing a trend toward nature-based play and play in nature in parks and outdoor spaces. We will share ideas on designing a built environment that works with nature to support these kinds of experiences. We will present a case study of Boyd Hill Nature Preserve in Pinellas County.

Learning Objectives:
• Discuss trends in outdoor nature-based play and play in nature.
• Identify design features in outdoor play environments that support play in nature.
• Identify successful build environments that support play in nature.

8:00 AM - 9:00 AM | 0.1 CEUs
Lessons from Disney: How to Make Your Parks and Recreation Centers the Happiest Place on Earth
Joan Byrne, CPRE
DIRECTOR, LARGO RECREATION PARKS AND ARTS
Krista Pinncence
ASSISTANT DIRECTOR, LARGO RECREATION PARKS AND ARTS
This session will introduce concepts to help you provide a magical experience for your customers. It will examine issues related to staff training, building expectations, treating your customers with respect, and building your own career all through the lens of providing world class customer experiences.

Learning Objectives:
• Identify what constitutes “backstage” issues that should never be seen or experienced by your customers.
• Understand what “wow” moments are and how to create more of them for your customers.
• Recognize the importance of attention to detail and how to get employees to see the small things that matter.

8:30 AM - 10:30 AM | 0.15 CEUs
Trends for the (Post COVID-19) 2020s
Neelay Bhatt
VICE PRESIDENT / PRINCIPAL, PROS CONSULTING INC.
As the COVID-19 pandemic has shown us, the only thing we can predict is change. As agencies in Florida plan for the next decade, this session will help you look at trends, plan for future shifts and build an agency culture that can innovate and thrive in increasingly unpredictable times.

Learning Objectives:
• Discuss and outline essential policies required to ensure quality youth sports for all types of organizations.
• Identify key areas by self-evaluating existing policies and procedures to recognize improvement areas.
• Summarize the positive benefits of using updated policies and procedures as a promotional and marketing tool in your community.

9:30 AM - 11:30 AM | 0.2 CEUs
Data: How to Dive In Without Drowning
Bobbi Nance
PRESIDENT, RECREATION RESULTS
This interactive session will give participants insight to how public Parks and Recreation agencies can improve their youth sports programs and policies to be recognized as a quality youth sports program provider by their community. Topics covered will include Emergency Action Plans, Volunteer Background Screening, Program Supervision, and more.

Learning Objectives:
• Define where your organization currently stands compared to other organizations and what next steps are required to move your team forward.
• Outline the 3 key areas to focus on in order to find more value with your data without creating unnecessary work.
• Identify some custom data points that will help drive your priorities forward.

9:30 AM - 10:30 AM | 0.1 CEUs
Best Practices of a Quality Youth Sports Program Provider
Erie Wingate
PROGRAM COORDINATOR, NATIONAL ALLIANCE FOR YOUTH SPORTS
This interactive session will give participants insight to how public Parks and Recreation agencies can improve their youth sports programs and policies to be recognized as a quality youth sports program provider by their community. Topics covered will include Emergency Action Plans, Volunteer Background Screening, Program Supervision, and more.

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• Discuss and outline essential policies required to ensure quality youth sports for all types of organizations.
• Identify key areas by self-evaluating existing policies and procedures to recognize improvement areas.
• Summarize the positive benefits of using updated policies and procedures as a promotional and marketing tool in your community.

20 2020 FRPA CONFERENCE | VISION POSSIBLE
Building a Successful Community with “Oviedo on the Park”
Greg Bryla, PLA
PRINCIPAL PARTNER, LANDSCAPE ARCHITECT, OX-HITE + PARTNERS
Recreation and Parks Director will discuss the importance of public/private partnerships in the planning, design, construction, and maintenance of high-quality community spaces like Oviedo on the Park.

Discuss the importance of public/private partnerships in the planning, design, construction, and maintenance of high-quality community spaces like Oviedo on the Park.

Oviedo on the Park has helped to spur economic development, increase property values, and provide essential community amenities for the City of Oviedo.

Oviedo is a high-quality, mixed-use town center with a park as its centerpiece that has helped spur development in Oviedo. The landscape architect, Oviedo City Manager, and Recreation and Parks Director will discuss the importance of public/private partnership in developing a healthy, economically successful, and sustainable community.

Learning Objectives:
- Define the elements of a high-quality, healthy, and economically sustainable community and discuss the importance of park spaces in building community.
- Discuss the importance of public/private partnerships in the planning, design, construction, and maintenance of high-quality community spaces like Oviedo on the Park.
- Describe ways in which Oviedo on the Park has helped to spur economic development, increase property values, and provide essential community amenities for the City of Oviedo.

9:30 AM - 11:30 AM | 0.2 CEUs
Develop, Document, and Discipline Consistently
Ronnie Glotzbach
PRESIDENT/OWNER, BACH TRAINING & DEVELOPMENT CORP.
Progressive discipline is one process supervisors need to follow when employee performance doesn’t meet expectations. If done well, it will minimize grievances or employee complaints. This session will describe the factors to consider when determining appropriate disciplinary action, share best practices for documenting, and help supervisors conduct difficult discussions when dealing with performance issues or policy violations.

Learning Objectives:
- Explain the progressive discipline model.
- Describe factors that are contribute to formal and informal disciplinary actions.
- Conduct an informal disciplinary discussion.

9:30 AM - 11:30 AM | 0.2 CEUs
Everything’s Gonna Be Alright
Jennifer Pustizzi
MASTER TRAINER, BACH TRAINING & DEVELOPMENT CORP.
Have you found yourself saying out loud, “If one more thing goes wrong today I don’t know what I’ll do?” After this session you will be saying, “Bring it on!” This engaging session will introduce strategies to manage that never-ending workload and tough challenges you face in your professional and personal lives.

Learning Objectives:
- Increase personal effectiveness by changing perceptions.
- Explore ways to manage emotions, behavior, and attitudes when facing challenges.
- Identify positive coping skills and behaviors.

9:30 AM - 11:30 AM | 0.2 CEUs
Special Events from Zero to Hero!
Fabien Desrouleaux
RECREATION SUPERVISOR, CHARLOTTE COUNTY COMMUNITY SERVICES

Tony Mulkey
SUPERINTENDENT OFFICE OF SPECIAL EVENTS, TAMPA PARKS AND RECREATION

Erie Murphy
RECREATION SUPERINTENDENT, CHARLOTTE COUNTY COMMUNITY SERVICES

This session will cover how to make it work? This session will focus on how to get four generations working together in the 12 places they come apart.

Explore your own assumptions and making changes that create better relationships and understanding in the workplace.

Learning Objectives:
- Learn how the events of your youth shape your perspective and how events impact other generations as well.
- Identify ways to get four generations working together in the 12 places they come apart.
- Learn strategies of staffing a successful special event and getting buy-in from staff.
- Implement a way to handle any situation that may happen at your special event.

10:30 AM - 11:30 AM | 0.1 CEUs
How Arts & Wellness Collaboration Can Benefit Your Community
Bethany Bennett
ACA ARTS AMBASSADOR, ATLANTIC CENTER FOR THE ARTS

Eve Payor
DIRECTOR OF COMMUNITY PROGRAMS, ATLANTIC CENTER FOR THE ARTS

Atlantic Center for the Arts partners with the City of New Smyrna Beach Parks and Recreation by connecting community health to the arts. These programs improve mental and physical health, offer creative solutions to overcome age and disability discrimination, prevent loneliness, and support healthy living from a holistic perspective. This session will review how you can partner with your local arts organizations to foster and encourage programs that benefit your community.

9:30 AM - 11:30 AM | 0.2 CEUs
Alligators and Crocodiles in Florida Parks
Ryan Ford
CROCODILE RESPONSE COORDINATOR, FLORIDA FISH AND WILDLIFE CONSERVATION COMMISSION
This program will cover how the Florida Fish and Wildlife Conservation Commission (FWC) suggests park managers/decision makers best handle alligators and crocodiles found within state parks. Topics covered will include: biology and ecology of native crocodilians; public safety concerns; what to do when there are problem crocodilians; and what sort of education may be in your specific park(s).

Learning Objectives:
- Identify the differences between alligators and American crocodiles.
- Recognize when and recall how you should contact trappers to remove a hazardous crocodilian.
- Provide accurate education for park visitors about native crocodilians that may be in your specific park(s).

9:30 AM - 11:30 AM | 0.2 CEUs
Building a Successful Community with “Oviedo on the Park”
Greg Bryla, PLA
PRINCIPAL PARTNER, LANDSCAPE ARCHITECT, OX-HITE + PARTNERS
Chris Hite, PLA, LEED-AP
PRESIDENT/CEO, LANDSCAPE ARCHITECT, OX-HITE + PARTNERS
Oviedo on the Park is a high-quality, mixed-use town center with a park as its centerpiece that has helped spur development in Oviedo. The landscape architect, Oviedo City Manager, and Recreation and Parks Director will discuss the importance of public/private partnership in developing a healthy, economically successful, and sustainable community.

Learning Objectives:
- Gain perspective on the importance of effective cardiovascular exercise.
- Learn about research that links cardiovascular exercise and fitness with health for adults.
- Be able to apply design principles that will support activities in outdoor fitness installations.

9:30 AM - 11:30 AM | 0.2 CEUs
Alligators and Crocodiles in Florida Parks
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9:30 AM - 11:30 AM | 0.2 CEUs
Discuss the importance of public/private partnerships in the planning, design, construction, and maintenance of high-quality community spaces like Oviedo on the Park.

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- Discuss the importance of public/private partnerships in the planning, design, construction, and maintenance of high-quality community spaces like Oviedo on the Park.
- Describe ways in which Oviedo on the Park has helped to spur economic development, increase property values, and provide essential community amenities for the City of Oviedo.
Learning Objectives:
- List two benefits of establishing an Arts & Wellness program in your community.
- List two area resources that would align with the goals of your program.
- Identify one step in the process of creating a successful partnership.

**10:45 AM - 11:45 AM | 0.1 CEUS**

**Youth Sports Coach Oversight - What's Happening on Your Fields?**
Kate Nematiollahi  
DIRECTOR, EDUCATION PROGRAMS, NATIONAL ALLIANCE FOR YOUTH SPORTS

How does your agency track compliance with imposed requirements like concussion training and background checks? How do you ensure your philosophy and policies are properly communicated to and enforced by all youth sports coaches? This session will provide recreation professionals with tools and tactics to maintain compliance with coach-related policies and oversee them—not only in your programs but in all youth sports organizations using your facilities.

**Learning Objectives:**
- Discuss methods for developing policies/requirements related to management of youth sports coaches.
- Formulate a plan to communicate and enforce the recreation department’s youth sports philosophy to the community and other organizations.
- Identify tools and resources used for tracking all requirements for coaches.

**2:45 PM - 5:45 PM | 0.3 CEUS**

**Creating Conditions of Possibility Through Inclusive Design**
Jennie Sumrell  
DIRECTOR OF EDUCATION, PLAYCORE, CENTER FOR OUTREACH, RESEARCH & EDUCATION

Parks and recreation professionals have advocated for inclusive playgrounds for years, however, there has been a lack of valid research to help make a data driven case. Discover new research findings about actual play behaviors of children with and without disabilities and the design considerations that truly make a difference.

**Learning Objectives:**
- Summarize evidence-based research findings of play behaviors observed (types, modes, and complexity) for both children with and without disabilities in outdoor inclusive play settings.
- List at least five design considerations of playground behavior settings and how they can support distinct behavior possibilities for children of all abilities.
- Create an advocacy statement to raise awareness and support inclusive, equitable play opportunities in your community.

**3:00 PM - 5:00 PM | 0.2 CEUs**

**Drama Queens, Narcissists, & Blamers, Oh My!**
Jim Barnes  
ASSISTANT VILLAGE MANAGER, VILLAGE OF WELLINGTON

Do you ever have to deal with giant egos, or blamers, or people who find drama in every little thing? Do you have to work with anyone who always sees the negative in any situation? Or someone who is hyper-sensitive and always gets their feelings hurt? Sadly, not every person in an organization is nice, pleasant, and easy-going. So you’ve got to know how to manage and understand difficult personalities. In this session, we’ll identify how to deal with giant egos, blamers, finger-pointers, drama queens and kings, as well as negative and overly sensitive people.

**Learning Objectives:**
- Learn how to contain negativity and even start to turn negative people positive by debunking the irrational thoughts that drive their negativity.
- Behind the drama queen and king is a desperate cry for attention, understand a specific script for reducing the drama while turning these kings and queens into more rational and responsible adults.
- The blame game is time-consuming and destructive, master a script to quickly stop the finger-pointing and make this person and positive contributor to the team.

**3:00 PM - 4:00 PM | 0.1 CEUs**

**How to Add Unique Programs Without Adding Staff**
Kelly Ussia  
PARKS NATURALIST, ST. JOHNS COUNTY PARKS AND RECREATION

Would you like to add fun exciting new programs, but don’t have the staff or expertise to offer them? Creating strong community partners may be the answer. Learn tips on how to seek out beneficial partners, how to make a partnership mutually beneficial, and examples of partnership program successes.

**Learning Objectives:**
- Identify potential community partners for future programming.
- Understand what goes into having a beneficial community partnership.
- Leave with tangible examples of unique programs that could be offered in your community.
EDUCATION SESSIONS

summer often fall behind academically, a phenomenon known as the “summer slide”. In this presentation, participants will learn strategies to incorporate academic concepts into recreation and camp activities. **Learning Objectives:**

- Define “summer slide” and recognize the effect of it on school aged children, especially those in low-income families.
- Identify at least three strategies to encourage academic growth in recreational activities and camp settings.
- Leave this presentation with resources that will provide at least five examples of easy, fun activities to promote learning without teaching a formal “lesson”.

3:00 PM - 5:00 PM | 0.2 CEUs
**Lessons from COVID: How to Keep Moving Forward**

Michelle Bono
PRESIDENT/CEO, BOND COMMUNICATIONS AND MARKETING

It’s not over yet, but wow, have we learned a lot from managing local government parks and recreation programs and services during the COVID-19 pandemic! In this session we’ll focus on lessons learned in everything from communication, to teamwork, to creativity, to managing expectations. Most importantly, we’ll identify how to use those lessons going forward to meet the other challenges on the horizon, including possible budget reductions, managing and communicating in an ongoing crisis, and showing empathy and building stronger relationships with teammates and customers. We’ll also highlight some of the positive outcomes (yes, there are some!) from dealing with the pandemic and how to capitalize on those outcomes. **Learning Objectives:**

- Identify lessons learned from the COVID-19 pandemic that can assist parks professionals in the short- and long-term.
- Learn tips for managing and communicating during an ongoing crisis.
- Find authentic ways to build stronger relationships with customers and co-workers even in stressful times.

3:00 PM - 5:00 PM | 0.2 CEUs
**Crisis Management and Developing Your Emergency Action Plan**

Carolina Vester, AFO, CPSI
ASSISTANT DIRECTOR, CORAL GABLES COMMUNITY RECREATION

Is your team ready to take on a crisis? Do you have an established Emergency Action Plan? This session is designed to assist you and your team in identifying possible threats, provide basic tools for crisis intervention, guide you on proper debris management following a crisis, and developing an Emergency Action Plan that your entire team will buy into. We will also dive into the basics of self-care for those affected in times of crisis as well as for those leading a team through moments of crisis. **Learning Objectives:**

- Define possible threats than can lead to crisis in the organization and community.
- Identify tools for crisis intervention, debris management and self-care.
- Develop an organizational Emergency Action Plan.

3:00 PM - 5:00 PM | 0.2 CEUs
**Speed Round - The Art of Athletics**

Hannah Cooper
ATHLETIC SUPERVISOR, PORT ORANGE PARKS AND RECREATION

Jeff Pon
RECREATION & LEISURE SERVICES SUPERVISOR, KISSIMMEE PARKS AND RECREATION

This speed round will provide participants the opportunity to share ideas with others involved with sports leagues, sports field rentals, and athletics. Your topics, questions and challenges will drive this discussion! So come prepared to share and learn some of the best practices in youth, senior and adult athletics. **Learning Objectives:**

- Recognize trends in athletics and how those trends impact your programming.
- Identify different tactics that can enhance your athletic programming.
- Discuss best practices in athletics.

3:00 PM - 5:00 PM | 0.2 CEUs
**Top 7 Secrets to Writing Performance Appraisals**

Ronnie Glotzbach
PRESIDENT/OWNER, BACH TRAINING & DEVELOPMENT CORP.

Do you dread the thought of writing a performance appraisal? Do you start with a blank form and try to remember what happened the last 12 months? If you answered yes, it is time for a change. Performance evaluations don’t have to be a burden once you learn the secrets to justifying your ratings and managing challenging review meetings. **Learning Objectives:**

- Share tools to document performance all year long.
- Describe best practices for writing reviews.
- Gain strategies to deal with difficult annual evaluation meetings.

3:00 PM - 5:00 PM | 0.1 CEUs
**Parks Asset Management and the Role of GIS**

Philip Christman, CPRP, CPSI
PARKS SUPERINTENDENT, LARGO RECREATION PARKS AND ARTS

A parks and urban forestry session that explores the use of GIS and asset management software to manage trees and park hardscapes. **Learning Objectives:**

- Understand the difference between asset tracking and asset management.
- Understand the role of GIS in asset management.
- Understand how asset management aligns with master planning and agency goals.

THURSDAY, SEPT 3

8:00 AM - 9:00 AM | 0.1 CEUs
**10 Tools to Providing Exceptional Customer Service**

Carolina Vester, AFO, CPSI
ASSISTANT DIRECTOR, CORAL GABLES COMMUNITY RECREATION

This session will focus on some of the top 10 tools and strategies to providing exceptional customer service to your community and clients. There will also be a focus on early recognition of potentially disastrous customer complaints and de-escalation techniques. Be prepared to put yourself in the shoes of your customer as we run through a few group scenarios and exercises. **Learning Objectives:**

- Identify the top 10 tools and techniques to providing exceptional customer service.
- Recognize and de-escalate customer complaints.
- Develop staff training techniques to bring back to the team.

8:00 AM - 9:00 AM | 0.1 CEUs
**Alternative Delivery Methods for Parks & Recreation Facility Projects**

Jim Barnes
ASSISTANT VILLAGE MANAGER, VILLAGE OF WELLINGTON

In Florida, public parks and recreation agencies are required to follow federal, state, and local procurement regulations...
and policies when planning, designing, and constructing parks and recreation facilities. For many, the alphabet soup of options – RFP, CM@Risk, Design-Build, and Design, Bid, Build – to name a few, can be cumbersome and confusing; after all, we are in the business to deliver recreation programs and maintain parks, aren’t we? In this session we will review statutory requirements as well as options for the delivery of facility projects.

**Learning Objectives:**
- Learn the different project delivery methods available to parks and recreation agencies such as design, bid, build; design/build; and construction manager at risk.
- Review and understand the statutory requirements governing the procurement of design and construction services.
- Understand the benefits of project delivery methods depending upon project type, agency size, and other elements such as schedule and budget flexibility.
- Understand the need for engaging shareable content that is mobile.
- List examples of how to effectively manage new social practices online.

**8:15 AM - 10:15 AM | 0.2 CEUs**

**Hey Young Professional...This One’s For You!**

**Jennifer Cirillo, CPRP**

**Assistant Director, Palm Beach County Parks and Recreation**

**Peter Ferreira, CPRP**

**Deputy Parks and Recreation Director, Port Orange Parks and Recreation**

**Becky Gunter, CPRP**

**Director, Seminole Recreation**

**Robert Mattes, CPRP, CPSI, AFO**

**Director, Village of Pinecrest Parks and Recreation**

**Young Professionals! Come one, come all!**

This session will provide you the opportunity to talk to leaders in the field and hear the advice about steps to take to advance your career. The floor is yours to ask whatever questions you may have on how best to prepare for moving up in the field of parks and recreation.

**Learning Objectives:**
- Identify internal and external triggers of undesirable behaviors.
- Learn strategies to prevent small issues from becoming large scale problems and how to de-escalate them when it does happen.
- Learn general behavioral modification techniques.

**8:15 AM - 10:15 AM | 0.2 CEUs**

**Speed Round - Summer Camp**

**Jeff Pon**

**Recreation & Leisure Services Supervisor, Kissimmee Parks and Recreation**

This session will focus on everything SUMMER CAMP! We will provide participants an opportunity to share ideas and strategies with others involved with Summer Camps. Your questions and challenges will drive this discussion! So come prepared to share and learn.

**Learning Objectives:**
- Discuss best practices and challenges of summer camp.
- Participate in the production of creative ideas and strategies.
- Identify two individuals with similar camps, backgrounds and situations to follow up with during or post conference.

**8:15 AM - 10:15 AM | 0.2 CEUs**

**Telling the Story Created by the Impact Calculator**

**Michelle Bono**

**President/CEO, Bond Communications and Marketing**

You get it — the value of measuring the impact of the parks and recreation world. Your team has embraced the FRPA Impact Calculator and has solid facts and measures about the value of your work in your community and economy. Still, what do you do once you get the information? This session will focus on ways to effectively tell the story to all of your critical audiences. They include internal groups like your own employees, supervisors, budget staff, and elected and appointed officials. You definitely want to communicate with your residents and business who utilize, support and benefit from your services. Learn how to plan a communications strategy that will resonate with your audiences and build advocates for parks and recreation based on solid facts and information. As a side note,
this strategy can be applied to any project or program you want to promote, in addition to the outcomes of the Impact Calculator.

**Learning Objectives:**
- Identify ways to effectively tell the story to all of your critical audiences, including internal groups like your own employees, supervisors, budget staff and elected and appointed officials.
- Learn how to plan a communications strategy that will resonate with your audiences and build advocates for parks and recreation based on solid facts and information.
- Identify ways to gauge the effectiveness of your communication efforts.

9:30 AM - 10:30 AM | 0.1 CEUs
**Capitalizing on Partnerships With Not-for-Profit Groups to Build Your Capital Projects**
Bryant Nipe, CPRP
Director, Lake Mary Parks and Recreation

Radley Williams
Recreation and Events Manager, Lake Mary Parks and Recreation

This session will provide firsthand experience on how to build relationships with not-for-profits who are like-minded in your community to enhance existing parks and facilities and build new ones by leveraging your funding.

**Learning Objectives:**
- Learn where to find and how to identify like-minded not-for-profits for potential partnerships.
- Describe methods that can be implemented to build relationships for strategic planning.
- Identify techniques that allow you to leverage funding for long term planning.

9:30 AM - 10:30 AM | 0.1 CEUs
**The ABCs of GIS for Parks**
Jim Barnes
Assistant Village Manager, Village of Wellington

Parks are key to healthy, thriving communities. However, questions always arise on how state and local governments can manage and maintain these open spaces while improving the overall experience for visitors. Parks require managing assets and infrastructure, monitoring ecosystem health, and ensuring that programs and offerings for the public match demographics and lifestyles. Learn how organizations are applying geographic information systems (GIS) technology to modernize their workflows, analyze park use and conservation, and improve communication with elected officials and the public.

**Learning Objectives:**
- Learn how GIS establishes four technology tenets governments need to deliver smart parks; planning and engineering, operational efficiency, data-driven performance, and civic inclusion.
- Understand how establishing a geospatial infrastructure can help parks improve the efficiency of their operations and the management of your services.
- Learn how successful parks are leveraging GIS to adapt and better serve your evolving community.

9:30 AM - 10:30 AM | 0.1 CEUs
**Time / Task Analysis for Maintenance Activities**
Rick Durr, CPRP, PLA, AICP
Director, Seminole County Leisure Services

How do you know if current maintenance staffing levels are sufficient for your park or agency? And how does this relate to level of service (LOS)? This session explores one approach to answering those questions.

**Learning Objectives:**
- Understand how to develop a time/task analysis specific to your agency.
- Understand how to make a business case for evaluating staffing levels.
- Identify and understand the importance of Levels of Service measurements and standards in the analysis.

9:30 AM - 10:30 AM | 0.1 CEUs
**When Parks Become Tourism Destinations**
Tracy Mullins, AICP, CPRP
Senior Planner, Polk County Parks and Natural Resources

In Florida, parks can develop as tourism destinations by plan or by accident. Tourism development often has and unintended impact on marketing, programs, and carrying capacity. Participants will learn visitor activity management tools which address the “Experience Economy”.

**Learning Objectives:**
- Learn the concept of the “Experience Economy”.
- Learn about the Visitor Activity Management Process Planning Tool
- Learn how to determine visitor impact.

10:30 AM - 12:00 PM | 0.1 CEUs
**CLOSING GENERAL SESSION: The Power of a Winning Mindset - Change your Mindset, Change Your Results**
Roger Crawford

What do all remarkable people and organizations have in common? They’ve discovered the power of a winning mindset. Mindset is defined as a mental attitude that predetermines a person’s response and interpretation of a situation. The foundation for constructing winning results is a winning mindset! The beliefs we have about our talent, potential, and opportunities have a tremendous influence on how we perform. As a result, we rarely achieve more or become more than we believe we can. Why? Mindset directs behavior, which dictates motivation, which determines outcomes. A winning mindset produces results. A mediocre mindset produces excuses, and you see yourself as a victim. Mindset determines how you will perform when it matters most. The most important capability you have is the capacity to choose your mindset. A winning mindset is something that can be learned, changed, and leveraged. It creates a self-belief that unlocks your potential, passion, and purpose.
Registration Forms

Please be sure to read through the entire registration packet to be sure you have completed everything. Limited on-site registration is available. We encourage you to take advantage of the opportunity to register early. Three ways to register:

- **ONLINE** Register at the FRPA website with your credit card. Be sure to select which sessions to attend!
- **MAIL** Mail complete payment and forms:
  
  411 Office Plaza Drive
  
  Tallahassee, FL 32301
  
  Registrations will not be processed without full payment. Purchase orders are not accepted.
  
  DO NOT SEND CASH!
- **FAX** Fax complete forms:
  
  (850)942-0712
  
  Credit Card information must accompany the faxed form.

**REFUNDS / CANCELLATIONS**

All requests for refunds must be submitted in writing to the FRPA Executive Office and must be received no later than July 31, 2020 in order to receive a refund less a $50 administrative fee. All refund requests received between August 1 and August 10 will be assessed a $75 administrative fee. No refunds will be made after August 11, 2020. No exceptions including but not limited to: no shows, traffic delays, weather, other natural disasters, last minute changes in agency travel policies, and budget restrictions resulting in limitations on travel. Please be aware that where there is buffet food service, such as the opening of the exhibit hall, you are encouraged to attend early. While we attempt to project the amount of food needed, we cannot project the amount of food consumed by delegates.

If you have recently traveled (within two weeks) outside the United States or in an area that is a “hot spot” for any communicable disease, please do not register for the FRPA Conference.

**REGISTRATION FEES**

You are strongly encouraged to pre-register for all events. Payment must be made with your pre-registration form. Please review the refund policy above. Do not pay for a meal ticket for yourself or check them off in Section 4 if you have selected a registration package that includes those tickets. Refer to the Registration Package Section 3 for more information on what is included in each registration package.

**BALANCES**

Balances are due at the time registration packets are picked up on-site. Balances not paid at this time will be assessed a 10% processing fee. Receipts are emailed when registrations are processed. If you have not received a receipt, we suggest you phone the FRPA Executive Office to verify that your payment has been received.

**COMMERCIAL PROFESSIONALS**

Delegate registration is for personnel employed by public or private agencies providing Recreation, Park, or Leisure Services and persons employed as educators at universities and colleges, retired park and recreation professionals, citizens serving on Recreation, Parks or Leisure Services Advisory Boards or citizens interested in or involved in the promotion of the parks, recreation and leisure services profession. Individuals employed as commercial vendors, consultants, or suppliers must have an exhibit booth to attend any conference event, education session or social activity.
INSTRUCTIONS

**Section 1**
Personal Registration and Payment Information
Remember to complete a separate registration form for each individual attending.

**Section 2**
Choose Your Classes
Check off the activities and courses you wish to attend. This helps us prepare for how many people would like to attend each session.

**Section 3**
Select Registration Package
Remember that in order to participate in conference events/activities, you must be registered as a daily or full package delegate, or pay a fee equivalent to or higher than a daily registration fee.

**Section 4**
Select Extra Activities/Additional Meal Tickets
Remember that one banquet ticket is included in full registration and Wednesday daily registration.

**Section 5**
Acknowledgement of Policies
Take the time to familiarize yourself with the cancellation policies, code of conduct, conference attendee, CEU procedures, etc. and sign that you acknowledge receipt of these.

**Section 6**
Total all Conference Fees by adding Sections 3 and 4
Mail or fax the entire registration form to the FRPA Executive Office (information below) so it is received by July 31, 2020, in order to qualify for the early bird registration rate. Do not mail registration forms after August 10, 2020.

**MAKE CHECKS PAYABLE TO FRPA.**
PLEASE BE SURE TO INCLUDE ALL EIGHT PAGES OF THE REGISTRATION FORM WHETHER USED OR NOT. REGISTRATIONS WILL NOT BE PROCESSED WITHOUT ALL PAGES BEING RETURNED.

### SECTION ONE

**Your Information (print legibly)**

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<th>FULL BILLING ADDRESS</th>
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<tr>
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</table>

**Method of Payment**

CIRCLE ONE

- **MASTERCARD**
- **VISA**
- **AMEX**
- **DISCOVER**
- **PERSONAL CHECK**
- **AGENCY CHECK**

<table>
<thead>
<tr>
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<table>
<thead>
<tr>
<th>SECURITY NUMBER (3 OR 4 DIGITS)</th>
<th>EXPIRATION DATE</th>
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<tbody>
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<th>PRINTED NAME ON CARD</th>
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<table>
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<tr>
<th>SIGNATURE OF CARDHOLDER</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

**BACK TO QUICK LINKS**
### SECTION TWO

**NAME:**

**CHOOSE ACTIVITIES AND CLASSES YOU ARE PLANNING TO ATTEND**

In an effort to maximize our scheduling ability, please indicate which sessions you plan to attend. This will allow us to schedule heavily requested courses in large rooms, thus improving the comfort level for you and the presenters. Please be aware that this only guarantees a seat for courses in which attendance is limited. You should always plan on arriving at the assigned meeting room prior to the time the course is scheduled to begin. CEU approval subject to change. Courses are listed in order by time they begin. Times are subject to change. The most up-to-date schedule will be provided onsite.

**MONDAY, AUG 31**

<table>
<thead>
<tr>
<th>Select</th>
<th>Session Title</th>
<th>CEUs</th>
<th>Begin</th>
<th>End</th>
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<tbody>
<tr>
<td></td>
<td>Speed Round - Young Professionals</td>
<td>0.1</td>
<td>8:00 AM</td>
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<tr>
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<td>Great Customer Service Is Not Enough</td>
<td>0.2</td>
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<tr>
<td></td>
<td>Directors Only: Trends for 2020 Part I</td>
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<td>Understanding Staff Engagement</td>
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<td>The Power of GIS – A Tamarac, Florida Case Study</td>
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<td>Triumph After Tragedy: Rebuilding a Community</td>
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<td>Your Vision Made Simple</td>
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<td>Opening Gen Session: The 4 Minute Formula for Success</td>
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<td>A New Approach to Parks &amp; Recreation System Planning</td>
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<td>The Best Version of You</td>
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<td>Introduction to the FRPA Impact Calculator</td>
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<td>Staff Recruitment and Retention Round Table</td>
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<td>The Art of Gaining Consensus and Getting Things Done</td>
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<td>Directors Only: Trends for the (Post COVID-19) 2020s Part II</td>
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<td>Building Community from the Ground Up</td>
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<td>The Tao of Being: A Living Formula</td>
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<td>Event</td>
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<td>Be a Futurist - How Will Trends Affect Parks and Recreation</td>
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<td>Esports: The New Frontier</td>
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<td>Speed Round - Adult Athletics</td>
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<td>Uncover Your Blind Spots: The Five Keys to Winning</td>
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<td>Exhibit Hall Closing</td>
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<td>Bringing Active and Nature Tourism to Your Parks</td>
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<td>Kick Your Procrastination into Productivity: There's a Superhero in You</td>
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<td>On the Horizon; Everything from Y to Z</td>
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<td>Optimizing Economic and Financial Outcomes in Your Parks and Recreation Assets</td>
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<td>Splash Pads: Understanding Risks &amp; Creating Best Practices</td>
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<td>Activate Your Master Plan</td>
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<td>But It Has Always Been Done This Way</td>
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<td>Communicating for Success…The Old-Fashion Way</td>
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<td>Creating and Leading Meetings People Want to Take Part In</td>
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<td>Failing Forward</td>
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<td>Meeting Licensing Requirements in Your After School Program</td>
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<td>Sports Fields: Renovating 160 - Lessons</td>
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<td>The Many Hats of the Successful Parks and Recreation Professional</td>
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<tr>
<td>“Bond, Parks Bond…”</td>
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<td>Meaningful Community Conversations - Facilitate Input and Establish Trust</td>
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<tr>
<td>Show Me The Money: Strategies for Getting Your Project Funded</td>
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<tr>
<td>Staff Communication; Control, Filters and Perception</td>
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<tr>
<td>Your Background Check Came Back With a Hit. Now What?</td>
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<tr>
<td>Bringing Life to A Community in an Equitable Way - General Session</td>
<td>0.1</td>
<td>4:00 PM</td>
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### NAME: ________________________________

**WEDNESDAY, SEPT 2**

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<thead>
<tr>
<th>Session</th>
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<th>Time</th>
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<tbody>
<tr>
<td>Sink or Swim- Strategies for Budgeting and Maintenance</td>
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<td>8:00 AM - 9:00 AM</td>
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<tr>
<td>Identifying the Recreational Leaders' Role in Bullying Prevention</td>
<td>0.1</td>
<td>8:00 AM - 9:00 AM</td>
</tr>
<tr>
<td>Recreation, Resiliency and Return on Investment, All In One!</td>
<td>0.1</td>
<td>8:00 AM - 9:00 AM</td>
</tr>
<tr>
<td>Using Social Media to Your Advantage</td>
<td>0.1</td>
<td>8:00 AM - 9:00 AM</td>
</tr>
<tr>
<td>Tips &amp; Tricks to Planning Successful Programs &amp; Events</td>
<td>0.1</td>
<td>8:00 AM - 9:00 AM</td>
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<tr>
<td>Lessons from Disney: How to Make Your Parks and Recreation Centers</td>
<td>0.1</td>
<td>8:00 AM - 9:00 AM</td>
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<tr>
<td>the Happiest Place on Earth</td>
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<tr>
<td>Working With the Natural Environment to Design for Active Outdoor Play</td>
<td>0.1</td>
<td>8:00 AM - 9:00 AM</td>
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<tr>
<td>Trends for the (Post COVID-19) 2020s</td>
<td>0.15</td>
<td>8:30 AM - 10:00 AM</td>
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<tr>
<td>Data: How to Dive In Without Drowning</td>
<td>0.2</td>
<td>9:30 AM - 11:30 AM</td>
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<tr>
<td>Best Practices of a Quality Youth Sports Program Provider</td>
<td>0.1</td>
<td>9:30 AM - 10:30 AM</td>
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<tr>
<td>Get People Active With Effective Outdoor Fitness</td>
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<td>9:30 AM - 10:30 AM</td>
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<tr>
<td>Alligators and Crocodiles in Florida Parks</td>
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<td>9:30 AM - 11:30 AM</td>
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<tr>
<td>Building a Successful Community with &quot;Oviedo on the Park&quot;</td>
<td>0.2</td>
<td>9:30 AM - 11:30 AM</td>
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<tr>
<td>Maybe They're Not All Wrong?</td>
<td>0.2</td>
<td>9:30 AM - 11:30 AM</td>
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<tr>
<td>Special Events from Zero to Hero!</td>
<td>0.2</td>
<td>9:30 AM - 11:30 AM</td>
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<tr>
<td>Driving Awareness and Participation in Florida Senior Games &amp; Sunshine State Games</td>
<td>0.1</td>
<td>10:45 AM - 11:45 AM</td>
</tr>
<tr>
<td>How Arts &amp; Wellness Collaboration Can Benefit Your Community</td>
<td>0.1</td>
<td>10:30 AM - 11:30 AM</td>
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<tr>
<td>Youth Sports Coach Oversight - What's Happening on Your Fields?</td>
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<td>10:45 AM - 11:45 AM</td>
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<tr>
<td>Awards and Installation Ceremony</td>
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<td>11:45 AM - 2:30 PM</td>
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<tr>
<td>Lessons from COVID: How to Keep Moving Forward</td>
<td>0.2</td>
<td>2:45 PM - 4:45 PM</td>
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<tr>
<td>Creating Conditions of Possibility Through Inclusive Design</td>
<td>0.3</td>
<td>2:45 PM - 5:45 PM</td>
</tr>
<tr>
<td>Budgeting Basics for New Managers/Public Sector Employees</td>
<td>0.1</td>
<td>3:00 PM - 4:00 PM</td>
</tr>
<tr>
<td>Creating Logic Models to Implement Master Plans and Programs</td>
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<td>3:00 PM - 4:00 PM</td>
</tr>
<tr>
<td>How to Add Unique Programs Without Adding Staff</td>
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<td>3:00 PM - 4:00 PM</td>
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<tr>
<td>Crisis Management and Developing Your Emergency Action Plan</td>
<td>0.2</td>
<td>3:00 PM - 5:00 PM</td>
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<tr>
<td>Drama Queens, Narcissists, &amp; Blamers, Oh My!</td>
<td>0.2</td>
<td>3:00 PM - 5:00 PM</td>
</tr>
<tr>
<td>Speed Round - The Art of Athletics</td>
<td>0.2</td>
<td>3:00 PM - 5:00 PM</td>
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<tr>
<td>Top 7 Secrets to Writing Performance Appraisals</td>
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<td>3:00 PM - 5:00 PM</td>
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<tr>
<td>Parks Asset Management and the Role of GIS</td>
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<td>4:30 PM - 5:30 PM</td>
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<tr>
<td>Using Camp Programming to Beat the Summer Slide</td>
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<td>4:30 PM - 5:30 PM</td>
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<tr>
<td>TIME</td>
<td>NAME</td>
<td>DURATION</td>
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<tr>
<td>8:00 AM</td>
<td>10 Tools to Providing Exceptional Customer Service</td>
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<td>8:00 AM</td>
<td>Alternative Delivery Methods for Parks &amp; Recreation Facility Projects</td>
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<td>8:00 AM</td>
<td>Integrated Vegetation Management Plan</td>
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<td>8:00 AM</td>
<td>Speed Round - Social Media</td>
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<td>8:00 AM</td>
<td>Dealing with Ugly Issues In Aquatics 2020</td>
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<td>8:15 AM</td>
<td>Effective Class Management - Strategies for Managing Challenging Participants</td>
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<td>8:15 AM</td>
<td>Hey Young Professional…This One’s For You!</td>
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<td>8:15 AM</td>
<td>Speed Round - Summer Camp</td>
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<td>8:15 AM</td>
<td>Telling the Story Created by the Impact Calculator</td>
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<td>8:15 AM</td>
<td>Capitalizing on Partnerships With Not-for-Profit Groups to Build Your Capital Projects</td>
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<tr>
<td>9:30 AM</td>
<td>The ABCs of GIS for Parks</td>
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<td>9:30 AM</td>
<td>Time / Task Analysis for Maintenance Activities</td>
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<td>9:30 AM</td>
<td>When Parks Become Tourism Destinations</td>
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<tr>
<td>10:30 AM</td>
<td>The Power of a Winning Mindset - Change your Mindset, Change Your Results</td>
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</table>
Connect with FRPA

@ItStartsInParks
@FloridaRecreationandParkAssociation

@ISIParks
@FRPA_

@ISIParks
@frpagram
Registration for the Florida Recreation and Park Association Annual Conference is ONLY available to individuals employed full-time by public or private agencies providing Recreation, Park, or Leisure Services in Florida, persons employed as an educator of Recreation, Park, and/or Leisure Services by universities and colleges, full-time students, citizens interested in advancing the mission of parks and recreation, and individuals who are working in a clinical or community based therapeutic recreation facility. Registration is not available to individuals employed by commercial companies. Commercial professionals must purchase an exhibit booth in order to attend the Conference, or must pay a registration fee equal to the cost of an exhibit booth. Call the FRPA Executive Office to facilitate this registration.

**Full Registration**

Full registration package includes Monday Evening Exhibit Hall Opening (light refreshments), Tuesday Exhibit Hall (light breakfast), and Wednesday Awards and Installation Ceremony (full lunch), badge, packet and entrance to all educational sessions for which a separate registration fee is not required. Awards and Installation tickets are only available with registration packages received by August 10, 2020.

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<th></th>
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<th>REGULAR RATE</th>
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<td>PAYMENT RECEIVED ON OR AFTER AUGUST 1, 2020</td>
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<tr>
<td>FRPA Member</td>
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<td>$350</td>
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<tr>
<td>Non-FRPA Member</td>
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<th>Non-FRPA Member</th>
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<tr>
<td>MONDAY</td>
<td>$110</td>
<td>$130</td>
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<td>TUESDAY</td>
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</tr>
<tr>
<td>WEDNESDAY</td>
<td>$125</td>
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<td>THURSDAY</td>
<td>$65</td>
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**Non-Member Transcript Fee**

Only add this if you are a non member and will need a copy of your CEU transcript

- $20

**Guest Pass**

Guest Pass is for entrance into socials only and is ONLY for spouses of registered delegates and retired park and recreation professionals. Ticketed functions (pg 46) require the purchase of an extra ticket. Education sessions require full or daily registration.

- GUEST NAME: ________________________________

**SECTION 3 SUBTOTAL**

-
## SECTION FOUR

NAME: ______________________

Select extra activities and optional meal tickets and subtotal below

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<tr>
<th></th>
<th>Early Bird Rate</th>
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<tr>
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<tr>
<td>Director’s Luncheon</td>
<td>$35</td>
<td>$45</td>
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<tr>
<td>12:00 PM - 1:15 PM</td>
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<tr>
<td>Grand Opening of the Exhibit Hall</td>
<td>$30</td>
<td>$40</td>
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<td>4:00 PM - 7:00 PM</td>
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<tr>
<td>Included in Full Registration Package and Monday Daily Registration</td>
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<tr>
<td><strong>Tuesday</strong></td>
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<tr>
<td>Exhibit Hall Closing</td>
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<tr>
<td>9:00 AM - 12:00 PM</td>
<td></td>
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<tr>
<td>Included in Full Registration Package and Tuesday Daily Registration</td>
<td></td>
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<tr>
<td><strong>Wednesday</strong></td>
<td></td>
<td></td>
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<tr>
<td>Awards &amp; Installation Ceremony</td>
<td>$60</td>
<td>$70</td>
<td></td>
</tr>
<tr>
<td>11:45 AM - 2:30 PM</td>
<td></td>
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<tr>
<td>Included in Full Registration Package and Wednesday Daily Registration</td>
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<tr>
<td>Tickets available through August 10.</td>
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</tbody>
</table>

### SECTION 4 SUBTOTAL

Total Sections 3 & 4

**SECTION SIX**

Total Sections 3 & 4

The Florida Recreation and Park Association recognizes the diversity that exists within our profession, our membership, and those attending FRPA events. As a participant, we want you to enjoy your time at this event. We ask that you join us in encouraging and maintaining the highest professional standards possible at all functions within this event. Attendees, presenters, vendors, and staff at FRPA events are expected to conduct themselves at all times in a courteous, professional, and respectful manner. Attendees are required to abstain from behavior that reflects poorly on their agency, the Florida Recreation and Park Association, and the membership. Such conduct includes, but is not limited to, actions disrupting the businesslike atmosphere, harassment, discrimination, inappropriate language, failing to comply with all local, state, and federal laws, and activities that endanger self and others. While we do not anticipate these challenges, we do want to be transparent regarding our commitment to assuring a safe and enjoyable environment for all event participants and let you know that misconduct will be addressed with you individually and/or with your employer. Attendees, presenters, vendors, and staff who do not comply with this code of conduct at any event may be removed from said event and barred from attending all future FRPA sponsored or co-sponsored events.

I have read and agree to the policies regarding the 2020 FRPA Annual Conference and Institutes.

**SIGNATURE** ________________ **DATE** ____________

2020 FRPA CONFERENCE | VISION POSSIBLE 35