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MONDAY, NOV. 6 1:00 p.m. - 4:00 p.m. 2:00 p.m. - 3:30 p.m. 3:30 p.m. - 4:30 p.m. 5:00 p.m. - 6:00 p.m. 6:00 p.m. - 11:00 p.m.

TUESDAY, NOV. 7 7:30 a.m. - 8:30 a.m. 8:30 a.m. - 9:30 a.m. 9:30 a.m. - 10:30 a.m. 10:30 a.m. - 10:45 a.m. 10:45 a.m. - 10:45 a.m. 10:45 a.m. - 11:30 a.m. 11:30 a.m. - 12:15 p.m. 12:15 p.m. - 1:15 p.m. 12:15 p.m. - 2:15 p.m. 2:15 p.m. - 2:15 p.m. 2:30 p.m. - 3:30 p.m. 4:00 p.m. - 5:00 p.m. Registration Mount Snow Snowmaking Tour Vehicle Maintenance Workshop Prinoth Fireside Chat Burton Dinner and Welcome Party

Breakfast Transition Events Top 10 Terrain Park Risks Morning Break Freestyle Terrain Resource Guide Survey Jump Measurement Procedures 1Risk Lunch Strategic Terrain Park Planning Afternoon Break The Serious Business of Progression SNOW Operating TP Manager's Roundtable PistenBully Dinner

#### WEDNESDAY, NOV. 8

7:30 a.m. - 8:30 a.m. 8:30 a.m. - 10:15 a.m. 10:15 a.m. - 10:30 a.m. 10:30 a.m. - 12:00 p.m. 12:00 p.m. - 1:00 p.m.

Breakfast Terrain Park Pre-Season Game Plan Morning Break Breakout PODs HKD Lunch **ATTITASH, N.H.** Nathan Jones, Mt. Services Manager

**BIG BOULDER, PA** Mike Devitt, Park Manager

**BOYCE PARK, PA** Rich Knoll, Park Manager

**BLUE MOUNTAIN, PA** Kris Hantz, Terrain Park Asst. Manager Brad Rock, Terrain Park Manager

BOSTON MILLS / BRANDYWINE, OH Adam Lewandowski, Freestyle Terrain Asst. Manager Jack Spelman, Freestyle Terrain Manager

**CATAMOUNT, N.Y.** Jeff Harvey, Terrain Park Manager Matt Perotti, Head Freestyle Coach/ Trainer

**CROTCHED, N.H.** Nolan Munroe, Park Manager

**ELK MOUNTAIN, PA** Charlie Jordan, Groomer Will Cordts, Terrain Park Supervisor Brad Snyder, Terrain Park Manager **HIDDEN VALLEY, MO** Brian Hunt, Snowmaking and Parks Lead

**HUNTER, N.Y.** Luke Potter

JACK FROST, PA Jared Klepacki, Grooming/Terrain Park Manager

LITTLE SWITZERLAND, WI Scott McCune, Park Manager

**LOON, N.H.** Brian Alarie, Terrain Park Supervisor Jared Minassian, Terrain Park Manager

MOUNT PETER, N.Y. Michael O'Donoghue, Terrain Park Manager

**MAD RIVER MOUNTAIN, OH** Kyle Beecher, Terrain Park Supervisor

**MOUNT SNOW, VT** Robert Black, Park Crew Supervisor Rory Bruder, Rail Fabricator

NASHOBA VALLEY, MA Joe Kruglak, Park Supervisor Joe Siekman, Asst. Park Supervisor

Mark Fiori, Parks and Pipes Manager





**OKEMO, VT** Daniel Schwartz, Terrain Park Asst. Manager

**PAOLI PEAKS, IN** Barry Walls, Terrain Park Manager

**SKI BRADFORD, MA** Carol Gauvin, Sales Dennis Gauvin, Terrain Park Manager

**SNOW CREEK, MO** John Folk

**SNOW RIDGE, N.Y.** Caleb Thompson, Park Manager

**SNOW VALLEY, ON** Pav Anastasakis, Terrain Park Crew Nathan Thompson, Terrain Park Crew

**SNOWSHOE, W.V.** Jason Fuller, Terrain Park Supervisor Richard Rush, Terrain Park Supervisor Evan Cole

**STOWE, VT** Ryan Burns, Park Groomer Kurt Crouse, Park Manager

**SUGARLOAF, ME** Ben Nelson, Terrain Park Manager **SUNDAY RIVER, ME** Ryan MacCallum, Terrain Park Manager

**TREETOPS, MI** Justin Klee, Groomer Ethan Slivinski, Grooming Supervisor

**WATERVILLE, N.H.** Taylor Stout, Terrain Park Manager

WACHUSETT, MA Andy Vaillancourt, Instructor Jesse Goodnow, Grooming Andrew Bouggard

**WINDHAM, NY** Ted Davis, Director of Mountain Ops Keith Kreischer, Terrain Park Manager Maggie Brabazon, Ski Patrol Director

### WINTERGREEN, VA

Zachary Marlowe, Director of Mountain Ops Julian Acree, Terrain Park Manager









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### MONDAY, NOV. 6

1:00 p.m 4:00 p.m.	Grand Summit Lobby	Attendee Registration
2:00 p.m 3:30 p.m.	Meet in Grand Summit Lobby	<b>Tour of Mount Snow's Snowmaking Renovation</b> Join the project manager of Mount Snow's massive, \$30 million snowmaking renovation for an insider's tour of the project. Attendees will be taken to the brand new, 120-million-gallon off-stream impoundment snowmaking pond, West Lake, which will provide the resort with six times more water storage and double the snowmaking capacity.
3:35 p.m 4:35 p.m.	Somerset Ballroom <i>Jim Bear, PistenBully;</i> <i>Mark Palmateer, Prinoth</i>	<b>Snowcat Maintenance Workshop</b> What are the most important things to know to get the most from your machines? What are the stresses and forces to avoid? Plus, a daily walk-around routine for park operators.
5:00 p.m 6:00 p.m.	Sundance Lodge Elia Hamilton, Peak Resorts Steve Petrie, Arena Snow- parks; Jay Scambio, Loon; Ken Gaitor, Snowshoe; Mike Bettera, SPT	Prinoth Fireside Chat How do you turn your passion into a successful career? Industry leaders will share their stories of memorable moments, lessons learned, biggest risks, and pieces of advice, game-show style.
6:00 p.m 11:00 p.m.	Snow Barn	Dinner and Burton Welcome Party Good cheer and cold beer.

### TUESDAY, NOV. 7

7:30 a.m 8:30 a.m.	Harriman's	Breakfast
8:30 a.m 9:30 a.m.	Somerset Ballroom <i>Steve Petrie, Arena Snowparks Elia Hamilton, Peak Resorts Ken Gaitor, Snowshoe</i>	<b>Transition Events</b> Bowls and hips and transitions, oh my! Terrain park events inspired by skateboarding and surfing are rapidly gaining popularity. And it takes creativity to build them. Steve Petrie of Arena Snowparks will share his inspiration from his Holy Bowly build at Sunshine Village, AB; Elia Hamil- ton of Peak Resorts talks about the annual Red Bull All Snow; and Ken Gaitor shows off Snowshoe's Berming Man Banked Slalom event.

## TUESDAY, NOV. 7 cont.

9:35 a.m 10:35 a.m.	Somerset Ballroom Jesse Whitcomb and Timothy Yates, Safehold Special Risk	<b>Top 10 Terrain Park Risks</b> Insurance experts will review incidents and claims to highlight the 10 biggest terrain park risks resorts need to address. From pre-loss and operational concerns, including staff performance and inspection, to claim activity in parks, guest education and protecting young riders, this session will help prepare you for the upcoming season.
10:35 a.m 10:45 a.m.	Morning Break	Morning Break
10:45 a.m 11:30 a.m.	Somerset Ballroom <i>Mike Bettera, SPT</i>	<b>Freestyle Terrain Resource Guide Live Survey</b> How familiar are you with the FTRG? What components do you use frequently and find valuable? Discuss with peers how you use the Resource Guide and give real-time feedback on its content. This group exercise will help campers become familiar with the guide while helping to improve and expand its offerings for park operators.
11:35 a.m 12:20 p.m.	Somerset Ballroom <i>Jay Scambio, Loon;</i> Elia Hamilton, Peak Resorts	<b>Jump Measurement Procedures</b> Every pin the tail on a donkey? What about a terrain park feature? Loon's Jay Scambo and Peak Resort's Elia Hamilton will lead the group through measuring a life-size terrain park feature. Attendees will participate in this hands-on workshop to discuss best practices and tools used for jump measurement best practices.
12:20 p.m 1:15 p.m.	Harriman's	1Risk Lunch 1RtSK
1:20 p.m 2:20 p.m.	Somerset Ballroom <i>Mike Bettera, Snow Park</i> <i>Technologies</i>	Strategic Terrain Park Planning - Aligning your build plan with guest visitation Once upon a time, terrain parks were built when natural snowfall or snowmaking conditions permitted. Rarely did construction coincide with guest visitation trends; the large park was always the first priority, with small/progression parks following as timing and re- sources allowed. Today, park builders follow more strategic business practices. Learn what has changed, why it has changed, how you as a manager can plan your season's build, and what the future may look like. Snow Park Technologies (SPT) will share its best practices and present examples of resorts that are doing it right-and reaping the rewards. Most importantly, you will learn how it all benefits your guests and your resort.
2:20 p.m 2:30 p.m.	Afternoon Break	Afternoon Break
2:35 p.m 3:35 p.m.	Somerset Ballroom Eric Lipton and Joe Hession, SNOW Operating	<b>The Serious Business of Progression</b> Your park is a business and having a plan to grow your customer base is essential. Learn about several successful programs that build a progression plan using the priciples of fun and a stress-free environment. These programs cater to the very young, women, and adults wanting to get in on the fun of freestyle terrain.

### TUESDAY, NOV. 7 cont.

4:00 p.m 5:00 p.m.	1900' Burger <i>Ken Gaitor, Snowshoe</i>	<b>Terrain Park Manager's Roundtable</b> Come prepared to share with the group in this facilitated, but informal, discussion for park managers. This year's discussion will focus on staffing and team management.
6:00 p.m 9:00 p.m.	Cuzzins	<b>PistenBully Dinner</b> Prepare to get stumped! Fun and games and bonfires!

### WEDNESDAY, NOV. 8

7:30 a.m 8:30 a.m.	Harriman's	Breakfast
8:35 a.m 10:20 a.m.	Sundance Lodge	<b>Terrain Park Pre-Season Game Plan</b> Campers will experience a deep-dive into pre-season preparation for park design, opening procedurces, staffing, maintenance and events. This will take you through in-depth pre-season planning, and you'll work together to develop strategic checklists to help run a safe and successful terrain park, starting from day-one.
10:20 a.m 10:35 a.m.	Morning Break	Morning Break
10:35 a.m 12:15 p.m.	Sundance Lodge	<b>Breakout PODS</b> The topics below will be arranged in small breakout pods led by in- dustry leaders. Campers choose topics of interest and get answers to their burning questions. Lightning round setup ensures that campers get a chance to hit four of the pod discussions.
12:15 p.m 1:00 p.m.	Harriman's	HKD Lunch

#### EVENTS AND SOCIAL MEDIA

Whether it's a small, local contest or a full-scale competition, planning and preparation are key to success. Marketing and event specialists will share ideas on how to facilitate events of all sizes.

#### SNOW SCIENCE AND SNOWMAKING IN THE PARK

Terrain parks use the most snowmaking on the mountain. Learn how to plan and communicate your needs and maximize what you've got.

#### **VEHICLE MAINTENANCE**

BRE

What are the most important things to know to get the most from your machines? What are the stresses and forces to avoid? What is recommended for a daily walk-around routine for park operators? You can also ask your own questions of the experts on hand.

#### DOCUMENTATION

Best practices in documentation during daily operations. Compare levels of techniques, tools, and innovations for park documentation.

#### FEATURE CONSTRUCTION

Take-offs and landings. Spacing and flow. Pipes and walls. Working the snow for consistency and longevity. How to begin (the set-up) and how to finish your feature.

#### SAFETY AND RISK MANAGEMENT

Signage, Freestyle Terrain Notebook, guest education, accident investigation, testing protocols, logs-bring your burning questions to experts or hear from your colleagues.

#### Jim Bear | PistenBully

Jim is the New England regional manager for both sales and service. He's been with the PistenBully team for more than 20 years. Before his career at PistenBully he worked as a mechanic on forestry equipment and other snowcats. jbear@pistenbullyusa.com •

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#### Mike Bettera | Snow Park Technologies

For more than a decade, Mike has worked as the director of operations for SPT's Mountain Division. He works closely with resort partners in an effort to keep them current on industry trends, as well as the creation of new, innovative projects and park offerings. He is involved in on-mountain operations, business strategy, park data and metrics, guest experience initiatives, risk management, marketing, and training. Mike's specialty is signature resort projects and programs, including the Squaw Valley Peace Park, The Streets at Seven Springs, Burton Stash parks, and Burton Progression Parks. He has worked with more than 30 resorts around the globe, is a former head coach at Waterville Valley, and has served as a judge at events including the Burton US Open. mike@snowparktech.com

#### Ken Gaitor | Snowshoe, W.V.

Ken grew up playing on the mountains of West Virginia and started skating everything he could in 1985. He moved to the Northeast for college and began building small parks wherever possible. In '97, he moved west and became Brighton's park manager, working there for six years. In '03 he moved back east, working as Mount Snow's freestyle terrain manager until 2009. In 2010, Ken returned to the wild and wonderful state of West Virginia to become Snowshoe's director of ski operations. In this role, he oversees the building of its five terrain parks, as well as the mountain's snowmaking, grooming, lifts, vehicle, and patrol departments. Ken attributes his wildly successful rise to the top to his facial hair and one-liners. kgaitor@snowshoemountain.com

#### Elia Hamilton | Peak Resorts

Elia began building jumps for his Tonka trucks as early as he can remember. He was eventually kicked off the school ski team in '92 for skipping practice to build jumps, and started building professionally at Mount Snow in 1998. Elia became the director of freestyle terrain for American Skiing Company in 2003, and in 2005 became the mountain manager at Mount Snow. He was appointed director of freestyle terrain for Peak Resorts in 2011, and is now the company's VP of terrain development. He's doing his part to change the way people experience snow resorts. Elia has also dedicated much of his adult life to rebuilding his vintage motorcycle and sidecar. His goal: to race in next year's Feline Sidecat Championships, with his cat Whiskey. He's desperately looking to hire an assistant mechanic to help get him to the championships. Email resumes to ehamilton@peakresorts.com.

#### Mark Horton | HKD Snowmakers

Mark is responsible for KLIK automation, sales in the Northeast, and the HKD experience. He's a serial entrepreneur and survived (barely) the dotcom bubble as the co-founder of the action sports website Fusion.com. When he's not thinking snow or skiing on it, Mark can be found enjoying Lake Champlain with his wife and two children. mark@hkdsnowmakers.com

#### Eric Lipton | SNOW Operating

Eric Lipton is the managing director of SNOW Operating's Conversion & Growth Program, currently working with more than 30 resorts across North America. Eric works with management teams to develop synergy among departments and create guest experiences designed to get people addicted to skiing and snowboarding. eric@snowoperating.com





#### The *SAM* Magazine Staff: Olivia Rowan, Liz Mettler & Sarah Ebbott

Olivia is the publisher/owner of *SAM*, Liz is associate editor and Sarah is researcher/digital editor. All three grew up on the East Coast, skiing since they could fit in backpacks. In their spare time, Olivia throws eccentric Tupperware raves for her suburban friends, Liz is building the largest pony sculpture the world has ever seen, and Sarah hides in her basement cultivating the perfect recipe for sriracha and peanut butter aioli.

olivia@saminfo.com / liz@saminfo.com / sarah@saminfo.com

#### Benny McGinnis | Mount Snow, VT

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Benny was born and raised in Asheville, NC. He loved the sunshine so much that he moved to Lake Tahoe in 2002, where he began working at Sierra-at-Tahoe. He's been operating snowcats for 15 years; most of his time has been spent in terrain park design and construction. He was the terrain park department manager at Sierra-at-Tahoe for three years before moving back east to Mount Snow, where he is currently the freestyle terrain manager for Carinthia parks. BMcGinnis@mountsnow.com



#### **Charles Mickley | 1Risk**

Charles is the founder and president of 1RISK LLC, a risk management data solutions company serving the adventure and sports industry. He has more than 25 years experience in the information technology, software development, data solutions, and mobile device industries. He and his partners have created a suite of software products that provide easy and efficient methods of data collection, allowing resorts and businesses to better track and analyze data related to the adventure industry. Charles enjoys working with business operations to invent new and better technologies centered on the mobile device platform. cmickley@1risk.com

#### Mark Palmateer | Prinoth

Mark is originally from upstate New York and came to Prinoth in 2016 to combine his lifelong interests of winter sports, heavy equipment, and his personal passion for the ski industry. Mark began a 16-year career with Caterpillar in 2000, spending time in various roles related to product support, including technical support for its forestry division, traveling the Northeast supporting Cat forest products. He is currently a product support rep for Prinoth and oversees parts and service for the Northeast U.S. Mark.Palmateer@prinoth.com

#### Brian Norton | Loon Mountain, N.H.

Brian started working at Loon in 2001. He began as a part-time liftie, and during his first season transitioned into a role with the terrain park crew. He became park manager in 2006. Brian and his team have taken part in several major photo and video shoots, including five trips to *Snowboarder* Magazine's Superpark. Currently, he spends part of the season working as Boyne Resorts' terrain park surfaces manager, and spends his time overseeing park-specific snowcat operator training along with general park maintenance and build procedures. Bnorton@loonmtn.com

#### Steve Petrie | Arena Snowparks

Steve arrived in Whistler in the early '90s looking for a job that would allow him to snowboard as much as possible. In 1994, he took a job on Blackcomb Mountain as a groomer—that also happened to be the first year the mountain was building a terrain park. Almost immediately, he knew he had found his passion. After 11 years of working back-to-back winters and summers, developing his park-building skills and logging thousands of hours operating snowcats, he decided it was time for a new challenge. In 2004, Arena Snowparks was founded. Since then, the ASP team has traveled the world, building terrain parks, halfpipes, snowcrosses, and events, including the 2010 and 2014 Winter Olympics. steve@arenasnowparks.com



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#### Nate Ringquist | HKD Snowmakers

Most of us mowed lawns as a teen, but not Nate. He was running a snowcat at Wachusett Mountain. He later jumped to snowmaking and hasn't looked back. Nate joined HKD in 2017, after gaining experience in all aspects of low-e snowmaking. He rips on a bike and skis, and relishes his time in the Green Mountains with his wife and two daughters. Nate@HKDsnowmakers.com

#### Jay Scambio | Loon Mountain, N.H.

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Jay has been working in the industry for more than 17 years, starting as a part-time coach and developing competitive snowboard programs at Loon. He started running Loon's park program in '02 before being promoted to director of mountain sports development for eight of Boyne USA's resorts, overseeing the development of their parks and snowsports. Most recently, he became the GM at Loon. Little known fact: Jay spends roughly 90 minutes each morning rubbing baby oil onto that beautiful bald head of his, just to get the right amount of shine and softness. And he loves it when people rub it for good luck, so don't be shy! jscambio@boyneresorts.com

#### Tim Yates | Safehold Special Risk

Tim's career in the ski industry began in 1992 as a Stowe Mountain Resort ski patroller. Following 10 years at Stowe, he became a senior claims specialist in a ski industry insurance program, and then a resort risk manager at Northstarat-Tahoe, Calif. After five years as a self-employed claims and loss control consultant, he joined the Safehold Special Risk team in 2016 as a specialty claims adjuster. timothy.yates@safehold.com Jesse Whitcomb | Safehold Special Risk

As a specialty claims adjuster, Jesse focuses on liability, property, and auto claims. In addition, he provides loss control and risk management support to ski areas. Jesse has past experience as a property claims adjuster, has worked with the Pennsylvania Bureau of Ride and Measurement Standards for eight years, and worked seven years in ski operations, primarily in mountain operations and risk management. If you find yourself alone with Jesse, ask him about his days as an amateur figure skater. He loves to share his locker room stories. jesse.p.whitcomb@safehold.com



## **RISK | PARK SUITE**

1RISK's Park Suite of tools - the Park Manager and the Park Builder - allows managers to control and view every operation of their Terrain, Bike, and Adventure Parks.

#### Park Manager:

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- 4 Season Park Operations
- Map all of the features on a Google Map of the Trail or Park
- Feature Notebooks allows you to record all the details of each park feature
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- All records/logs can be printed in detail an historical park layouts.
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#### Park Builder:

Whether you are building a feature or a park, Park Builder allows operations to record a consistent set of processes and procedures that encompasses a comprehensive audit of all build activities from initial

#### concept to opening.

- Quick access to all current and historical build data Current Build Status indicators, everyone knows the current build status
- stomize build Milestones specific to park/feature or your operations
  - gnature control for Milestone completion
  - Create Alerts and Notifications for Milestone completion
  - Milestone Notes and comments are recorded
  - Documents and Images can be saved per Milestone
- Document staff and equipment Estimate time and material costs
  - ctual time and material costs for real time differentials
  - Improve estimates by having historical data
- Chart your builds
- Export a complete Park Build report as a PDF

#### **IRISK.COM**





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HKD SNOWMAKERS www.hkdsnowmakers.com

Mark Horton, VP Automation Nate Ringquist, Sales and Tech Support



PISTENBULLY www.pistenbully.com Josh Lempert, New England Rep Bill Brandt, Sales



**PRINOTH** www.prinoth.com Zach Collins, Park Specialist Walter Piekarz, Sales Rep. Northeast Mark Palmateer, Parts & Service Sales Rep



SNOW OPERATING www.snowoperating.com Eric Lipton, Managing Director



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