

Agenda

DAY 1 - Tuesday, October 17, 2017

Welcome, Program Opening and Introductions	8:00 AM
Speaker: Phil Tarnoff "Why Are We Here - The Importance and Future of TSM&O"	9:15 AM
Review of Pre-study - Phil Tarnoff	9:45 AM
BREAK	10:15 AM
Session I: Operational Leadership - Phil Tarnoff	10:30 AM
LUNCH	12:00 PM
Session I: Operational Leadership - Continued	1:00 PM
Session I: Review Questions and Instructor Evaluation	2:30 PM
BREAK	3:00 PM
Review of Capability Maturity Model (CMM) - Phil Tarnoff	3:15 PM
Introduction to Workshops	4:00 PM
Introduction to Field Study 1 & 2 and Operations Template	4:30 PM
Group Assignments, Breakout Rooms	4:50 PM
FREE TIME	5:00 PM
Dinner	6:00 PM

Day 2- Wednesday, October 18, 2017

II: Performance Measurement, Tim Lomax	8:00 AM
BREAK	10:00 AM
II: Performance Measurement - Continued	10:15 AM
Session II: Review Questions and Instructor Evaluation	12:00 PM
LUNCH	12:30 PM
Speaker: VDOT Privatization Initiatives: Dean Gustafson	1:30 PM
BREAK	2:45 PM
Session III: Communicating the Value of Operations, Phil Tarnoff	3:00 PM
Session III: Review Questions and Instructor Evaluation	4:45 PM
FREE TIME	5:15 PM
Dinner	6:00 PM

DAY 3 - Thursday, October 19, 2017

Field Study 1 - Ride with Maryland SHA Service Patrol (Group 1)	5:15 AM
Group Work Session (Groups 2, 3, 4, 5)	8:00 AM
Session IV: Data Visualization and Performance Measures, Michael Pack	9:30 AM
BREAK	11:00 AM
Session IV: Data Visualization and Performance Measures - Continued	11:15 AM
LUNCH	12:30 PM
Session IV: Data Visualization and Performance Measures - Continued	1:30 PM
Session IV: Review Questions and Instructor Evaluation	3:00 PM
BREAK	3:30 PM
Speaker: Rick Schuman, "Mobil Devices and How They Impact Traveler Information"	3:45 PM
FREE TIME	5:15 PM
Dinner	6:00 PM

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DAY 4 - Friday, October 20, 2017

Field Study 1 - Ride with Maryland SHA Service Patrol (Group 2)	5:15 AM
Group Work Session (Groups 1, 3, 4, 5)	8:00 AM
Session VI: Work Zones, Todd Peterson	9:30 AM
Session VI: Review Questions and Instructor Evaluation	11:00 AM
LUNCH	11:30 PM
Session V: Managing for Safety, Joey Sagal	12:30 PM
BREAK	2:00 PM
Session V: Managing for Safety - Continued	2:15 PM
BREAK	3:45 PM
Session V: Managing for Safety - Discussion	4:00 PM
Session VI: Review Questions and Instructor Evaluations	4:45 PM
FREE TIME	5:15 PM
Dinner	6:00 PM

DAY 5 - Saturday, October 21, 2017

Session VII: Advanced Operations Techniques, Lisa Burgess	8:00 AM
BREAK	9:45 AM
Session VII: Advanced Operations Techniques - Continued	10:00 AM
LUNCH	11:45 AM
Session VII: Advanced Operations Techniques - Continued	12:45 PM
Session VII: Review Questions and Instructor Evaluation	2:00 PM
BREAK	2:30 PM
Workshop 1: Presentations and Discussion	2:45 PM
BREAK	4:00 PM
Speaker: Bob Marbourg, "Helping the Media Tell Your Story"	4:15 PM
FREE TIME	5:15 PM
Dinner	6:00 PM

Weekend: Sunday, October 22, 2017

This is your one day off	All Day
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Day 6: Monday, October 23, 2017

Field Study 1 - Ride with Maryland SHA Service Patrol (Group 3)	5:15 AM
Group Work Session (Groups 1, 2, 4, 5)	8:00 AM
Session VIII: Intro to TSM&O Program Planning by FHWA, Tracy Scriba	9:30 AM
Session VIII: TSM&O Program Planning, Michael Grant	9:45 AM
BREAK	11:00 AM
Session VIII: TSM&O Program Planning - Continued	11:15 AM
LUNCH	12:30 PM
Session VIII: Review Questions and Instructor Evaluation	1:30 PM
Discussion: Gary Euler, "Workforce Deveopment"	2:00 PM
FREE TIME	4:30 PM
Dinner	6:00 PM

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Day 7: Tuesday, October 24, 2017

Field Study 1 - Ride with Maryland SHA Service Patrol (Group 4)	5:15 AM
Group Work Session (Groups 1, 2, 3, 5)	8:00 AM
Systems Engineering Review and Exercise, Gary Euler	9:30 AM
BREAK	10:45 AM
Speaker: Donald Ludlow, "Facilitating Goods Movement Through Operations"	11:00 AM
LUNCH	12:30 PM
Field Study 2 - Maryland Statewide Operations Center (SOC) - bus leaves for MdSHA	1:30 PM
Field Study 2 - Maryland Statewide Operations Center (SOC) - bus leaves for Maritime Institute	4:30 PM
FREE TIME	5:00 PM
Dinner	6:00 PM

Day 8: Wednesday, October 25, 2017

Field Study 1 - Ride with Maryland SHA Service Patrol (Group 5)	5:15 AM
Group Work Session (Groups 1, 2, 3, 4)	8:00 AM
Session IX: Customer Service, Gary Euler	9:30 AM
Session IX: Review Questions and Instructor Evaluations	11:30 AM
LUNCH	12:00 PM
Speaker: Greg Slater, "Mainstreaming TSM&O in a State Program: A CEO Perspective"	1:00 PM
BREAK	2:30 PM
Group Work Session	2:45 PM
Round Table - Field Study 1 - Ride with Maryland SHA Service Patrol	3:15 PM
BREAK	4:15 PM
Round Table - Field Study 2 - Maryland Statewide Operations Center (SOC)	4:30 PM
FREE TIME	5:30 PM
Dinner	6:00 PM

Day 9: Thursday, October 26, 2017

Group Work Session	8:00 AM
Group Photo	9:45 AM
Speaker: Richard Bishop, "Automation: A Vision of the Future"	10:00 AM
LUNCH	12:00 PM
Workshop 2: Presentations and Discussion	12:45 PM
BREAK	2:00 PM
Speaker: Bob McQueen, "Smart Cities"	2:15 PM
BREAK	3:15 PM
Implementing Change in Your Organization	3:30 PM
FREE TIME	5:30 PM
Dinner	6:00 PM
Optional Group Activity	7:00 PM

Day 10: Friday, October 27, 2017

Final Exam - online	8:00 AM
Overall Program Evaluation & Quotes	8:30 AM
BREAK	8:45 AM
Speaker: Hal Kassoff, "Motivating Change in your Agency"	9:00 AM
Speaker: Congratulatory Keynote by Jeff Paniati, ITE	10:00 AM
Recognition of Participants	11:00 AM
Adjourn	11:30 AM