



Arizona Operations Academy Agenda

Day 1 – Tuesday, May 11, 2010
8:00 am – 5:00 pm
Sheraton Crescent Hotel
2620 W. Dunlap Avenue
Phoenix, Arizona

7:00 am – 8:00 am	Registration & Continental Breakfast
8:00 am – 8:25 am	Welcome & Overview Eric Anderson, Transportation Director Maricopa Association of Governments AZTech™ History & Moving Forward John Hauskins, P.E., Director Maricopa County Department of Transportation Vision for the Academy John McGee, Executive Director for Planning and Policy Arizona Department of Transportation
8:25 am – 9:00 am	Keynote address - Transportation Operations: Introduction By Robert E. Hollis, Arizona Division Administrator Federal Highway Administration Transportation Operations Robert Arnold, Director Office of Transportation Management Federal Highway Administration
9:00 am – 9:10 am	Participant Introductions Claudia Murphy, Principal CMC Consulting, Inc.
9:10 am – 10:00 am	Vision For Transportation Mobility And Safety (Part 1) Philip J. Tarnoff, Consultant
10:00 am – 10:15 am	Break
10:15 am – 11:45 am	Vision For Transportation Mobility And Safety (Part 2) Philip J. Tarnoff, Consultant
11:45 am – 1:30 pm	Luncheon: Featured Speaker Presenting Capability Maturity Model (CMM) Results Stephen C. Lockwood, Sr., Vice President Parsons Brinckerhoff
1:30 pm – 2:30 pm	Performance Measures as an Operational Tool (Part 1) Rich Margiotta, Principal Cambridge Systematics
2:30 pm – 2:45 pm	Break
2:45 pm – 4:00 pm	Performance Measures as an Operational Tool (Part 2) Rich Margiotta, Principal Cambridge Systematics
4:00 pm – 4:30 pm	Next Steps & Day 1 Closing Remarks Philip J. Tarnoff, Consultant & Claudia Murphy, Principal CMC Consulting, Inc.



Arizona Operations Academy Agenda

Day 2 – Wednesday, May 12, 2010

8:00 am – 5:00 pm
Sheraton Crescent Hotel
2620 W. Dunlap Avenue
Phoenix, Arizona

7:00 am – 8:00 am	Registration & Continental Breakfast
8:00 am – 8:20 am	Welcome & Recap Philip J. Tarnoff, Consultant & Claudia Murphy, Principal CMC Consulting, Inc.
8:20 am – 10:00 am	Advancing Planning for Operations (Part 1) Richard Backlund, Program Manager Planning for Operations Initiative Office of Operations Federal Highway Administration
10:00 am – 10:15 am	Break
10:15 am – 11:30 am	Advancing Planning for Operations (Part 2) Richard Backlund, Program Manager Planning for Operations Initiative Office of Operations Federal Highway Administration
11:30 am – 1:00 pm	Luncheon
1:00 pm – 2:30 pm	Management and Operations: Putting It All Together (Part 1) John Mason, Division & Operations Manager SAIC
2:30 pm – 2:45 pm	Break
2:45 pm – 3:30 pm	Management and Operations: Putting It All Together (Part 2) John Mason, Division & Operations Manager SAIC
3:30 pm – 4:00 pm	Future Direction & Next Steps Philip J. Tarnoff, Consultant & Claudia Murphy, Principal CMC Consulting, Inc.
4:00 pm – 4:15 pm	Academy Closing Remarks John McGee, Executive Director for Planning and Policy Arizona Department of Transportation