The Middle Atlantic Parking Association

October 14, 2015
University of Maryland, Baltimore Campus
Westminster Hall

Conference Schedule

8:00 AM	Registration Open, Vendor Set-up
8:30 AM – 10:00 AM	Networking with the Vendors, Continental Breakfast
10:00 AM- 10:45 AM	**Take the Mystery Out of Customer Satisfaction (Mystery Shoppers)** **Speakers: Jeff Beck and Cynthia Karnik, Gov Partners**
10:45 AM – 11:30 AM	**Unlocking the Treasure Chest of Real-time Space Availability Data!** **Speaker: Irena Goloschokin, EVP, Strategy & Products, T2 Systems**
11:30 AM – 1:30 PM	Networking with Vendors and Lunch (vendors may leave at 1:30 pm)
1:30 PM – 2:15 PM	**Case Study: Baltimore's Project SPACE** **Speaker: Peter E. Little, Executive Director, Parking Authority of Baltimore City**
2:15 PM - 3:00 PM	**Managing Parking Garages: Diagnose Before You Budget** **Speakers: Sunil Puri & Rob Field, Walter P. Moore**
3:00 PM – 3:15 PM	Break
3:15 PM – 4:00 PM	**Security Design and Operational Initiatives to Save Lives** **Speakers: Larry Cohen, Lancaster Parking Authority and Todd Helmer, Tim Haahs**

<u>Frontline Training Schedule</u>

8:00 AM – 9:00 AM	Registration Open, Networking with the Vendors, Continental Breakfast
9:00 AM – 12:00 PM	**Frontline Training: Customer Service** **Speaker: Cindy Campbell, IPI**
12:00 PM – 1:30 PM	Networking with Vendors and Lunch
1:30 PM – 4:00 PM	**Frontline Training: Conflict Resolution** **Speaker: Cindy Campbell, IPI**