



2011 Conference for
Fleet & I.T. Professionals

Agenda thru Opening Reception

Saturday, October 15th

Start	End	Event	Description
5:00 PM	7:00 PM	Get Together for Early Arrivals	Join us for an informal get together for early arrivals in the Regal Room Suite (next door to Room 1520).

Sunday, October 16th

Start	End	Event	Description
11:00 AM	5:00 PM	Airport Shuttle	We have a complimentary airport shuttle running from 11:00 am to 5:00 pm from the Norfolk International Airport (ORF) to the Westin on Sun. the 16th. Pick up your luggage and go to Exit 3 in baggage claims where Steve Specht will meet you and get you into the shuttle. The shuttles will depart each hour on the hour with the last shuttle leaving promptly at 5:00 PM.
1:00 PM	4:00 PM	Relax with the Current Game	Customers are welcome to join us in the Regal Room Suite (next door to Room 1520) to kick back and watch the current game.
4:00 PM	7:00 PM	Registration Desk	Come check in and pick up your name badge, agenda and goodies at the Registration Desk in the Second Floor Foyer
5:00 PM	7:00 PM	Opening Reception	Kickoff Opening Reception in the Monarch Foyer on the Second Floor



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Agenda Mon., Oct. 17th

Start	End	Track	Location	Title	Speaker
7:30 AM	4:15 PM	Registration	Second Floor Foyer	Registration Desk	
7:00 AM	5:00 PM	Business Center	Westin Business Center	The Westin Business Center will be available daily for email and online access to all attendees at no charge.	
8:00 AM	9:30 AM	Keynote Breakfast	Monarch I-III	<p>Bryan Townsend, Motivational Speaker presents Doing Things Right: Good things do not happen by accident. They happen on purpose when people who care about the right things accept responsibility and do whatever it takes to make good things happen, even in difficult situations.</p> <p><i>Menu Breakfast Buffet including: Juices, fresh fruit, breads, cheese blintzes, egg frittata with cheese, onions and mushrooms and Smithfield sausage.</i></p>	
9:30 AM	9:45 AM	Break			
9:45 AM	10:45 AM	Fleet Track	Monarch IV	Managing Generational Differences In the Work Place, Part 1	Amy Ash, Hanover County
9:45 AM	10:45 AM	FASTER Win Track	Monarch V	FASTER Win Beginner's Overview	Danny Brashear, Former Fleet Operations Manager Lee County
9:45 AM	10:45 AM	IT/Admin Track	Viceroy	Considerations for New Fleet Technologies	Jonathan Holloran / Eric Evans / Alan Gamboa
9:45 AM	10:45 AM	FASTER Web Track	Emperor	WEB 101 Basics: FASTER Web & Browser Skills	Mike Brawley / Andrea Paxton
10:45 AM	11:00 AM	Break			
11:00 AM	Noon	Fleet Track	Monarch IV	Managing Generational Differences In the Work Place, Part 2	Amy Ash, Hanover County
11:00 AM	Noon	FASTER Win Track	Monarch V	History vs. Billing	Phil Soldan
11:00 AM	Noon	IT/Admin Track	Viceroy	Data Protection	Steve Opetaiia-Williamson



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Agenda Mon., Oct. 17th

Start	End	Track	Location	Title	Speaker
12:10 PM	1:45 PM	Lunch	Monarch I-III	Panel Discussion: Leadership Lessons <i>Menu Lunch Buffet including: Corn and crab chowder, chicken with bourbon sauce, seafood etouffe, rice pilaf, seasonal vegetables, coconut cake.</i>	Sam Lamerato, Jeff Jeter, Mark Jerome and Danny Brashear
1:45 PM	2:45 PM	Fleet Track	Monarch IV	Using Business Intelligence to Manage Your Fleet	Tom Higgs, City of Conroe
1:45 PM	2:45 PM	FASTER Win Track	Monarch V	Acquisition & Disposal in FASTER Win	Mark Jerome, Former Fleet Manager City of Plano
1:45 PM	2:45 PM	IT/Admin Track	Viceroy	FASTER Win 6 Upgrade	RD Withers / Eric Evans
2:45 PM	3:00 PM	Break			
3:00 PM	4:00 PM	Fleet Track	Monarch IV	Web Services	Jonathan Holloran
3:00 PM	4:00 PM	FASTER Win Track	Monarch V	The FASTER Win Parts Room: Nuts & Bolts to Innovation	Andrea Paxton
3:00 PM	4:00 PM	IT/Admin Track	Viceroy	FASTER Win Dashboard	Mike Brawley
3:00 PM	4:00 PM	FASTER Web Track	Emperor	Maintenance Shop Scheduling: Managing and Scheduling Maintenance and Resources	Danny Brashear, Former Fleet Operations Manager Lee County
5:45 PM	8:30 PM	Evening Networking Event	The Virginia Aquarium	Buses will park outside the main entrance of the Westin and begin loading at 5:45 PM. We will depart at 6:00 PM. And stay at the Aquarium until 8:30 PM. Buses begin boarding at 8:30 PM to return to the Westin. The last bus will leave at 8:35 PM.	



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Agenda Tues., Oct. 18th

Start	End	Track	Location	Title	Speaker
7:30 AM	4:15 PM	Registration	Second Floor Foyer	Registration Desk	
7:00 AM	5:00 PM	Business Center	Westin Business Center	The Westin Business Center will be available daily for email and online access to all attendees at no charge.	
8:00 AM	9:30 AM	Breakfast	Monarch I-III	Hero Awards & Round Table Discussion Menu Breakfast Buffet including: Juices, fresh fruit, breads, cold cereals, biscuits with sausage and gravy, cheesy eggs, and Canadian bacon.	
9:30 AM	9:45 AM	Break			
9:45 AM	10:45 AM	Fleet Track	Monarch IV	In-Sourcing/Outsourcing Contract Negotiations	Sam Lamerato, City of Troy
9:45 AM	10:45 AM	<i>FASTER</i> Win Track	Monarch V	Getting the Most Out of Real-Time with Technician Workstation	Mark Jerome, Former Fleet Manager City of Plano
9:45 AM	10:45 AM	Combo Track: IT/Admin & <i>FASTER</i> Web Track	Viceroy	Supporting <i>FASTER</i> Web for the New System Admin	Matt Carper
10:45 AM	11:00 AM	Break			
11:00 AM	Noon	Fleet Track	Monarch IV	Asset Replacement Management	Danny Brashear, Former Fleet Operations Manager Lee County
11:00 AM	Noon	<i>FASTER</i> Win Track	Monarch V	<i>FASTER</i> Win 6 Upgrade	RD Withers / Eric Evans
11:00 AM	Noon	IT/Admin Track	Viceroy	<i>FASTER</i> Win for the New System Admin	Al Steven
11:00 AM	Noon	<i>FASTER</i> Web Track	Emperor	Parts, Procurement & Accounting	Phil Soldan / Wendy Collier



Agenda Tues., Oct. 18th

Start	End	Track	Location	Title	Speaker
12:10 PM	1:45 PM	Keynote Lunch	Monarch I-III	<p>Phillip Van Hooser presents the Secrets of Peak Performance: Phillip Van Hooser will share “secrets” that peak performing individuals and organizations employ. This session will share practical insights that will help you respond and thrive in these demanding times. Recognizing and applying these secrets can assure peak performance for all of us.</p> <p><i>Menu Lunch Buffet including: Salad bar with green salad and toppings, Dutch dressing, chicken pot pie with dumplings, smoked beef brisket, hot potato salad, corn pudding, and apple dumplings.</i></p>	
1:45 PM	2:45 PM	Fleet Track	Monarch IV	Driver and Operator Training	Jeff Jeter, Chesterfield County
1:45 PM	2:45 PM	<i>FASTER</i> Win Track	Monarch V	Getting Data Out of <i>FASTER</i>	Tyrone Poist
1:45 PM	2:45 PM	IT/Admin Track	Viceroy	Preparing for the Migration from <i>FASTER</i> Win to <i>FASTER</i> Web	Mike Brawley / Steve Opetaiia- Williamson
1:45 PM	2:45 PM	<i>FASTER</i> Web Track	Emperor	Maximizing Productivity with <i>FASTER</i> Web’s Cutting Edge Technicians Workstations	Andrea Paxton / Mark Jerome
2:45 PM	3:00 PM	Break			
3:00 PM	4:00 PM	<i>FASTER</i> Win Track	Monarch V	Implementing Asset and Parts Warranty Programs in <i>FASTER</i>	Al Steven
3:00 PM	4:00 PM	IT/Admin Track	Viceroy	Deploying <i>FASTER</i> Win 6 with the New Push Capability	Eric Evans / RD Withers
3:00 PM	4:00 PM	<i>FASTER</i> Web Track	Emperor	<i>FASTER</i> Web Demo	Danny Brashear



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Agenda Wed., Oct. 19th

Start	End	Track	Location	Title	Speaker
8:00 AM	9:00 AM	Registration	Second Floor Foyer	Registration Desk	
7:00 AM	5:00 PM	Business Center	Westin Business Center	The Westin Business Center will be available daily for email and online access to all attendees at no charge.	
8:00 AM	9:00 AM	Breakfast Buffet	Monarch I-III	<i>Menu Breakfast Buffet including: Juices, fresh fruit, breads, Italian scramble with tomatoes, mozzarella, wilted spinach and garlic, and mild Italian sausage.</i>	
9:00 AM	Noon	Morning Session	Monarch IV	FASTER Win Basics (Part 1)	Al Steven
9:00 AM	Noon	Morning Session	Emperor	FASTER Web Basics	Mark Jerome
9:00 AM	Noon	Morning Session	Monarch V	Fleet Analytics & Data Mining for Fleet, Shop Floor Managers and System Administrators	Steven Opetaiia-Williamson / Eric Evans
9:00 AM	Noon	Morning Session	Viceroy	Basic Crystal Reporting	Tyrone Poist
Noon	1:00 PM	Lunch Buffet	Monarch I-III	<i>Menu Lunch Buffet including: Corn tortilla chips with salsa, chargrilled beef or chicken burrito with toppings, cinnamon apple empanadas with caramel drizzle and powdered sugar.</i>	
1:00 PM	4:00 PM	Continuing from Morning Session	Monarch IV	FASTER Win Basics (Part 2)	Al Steven
1:00 PM	4:00 PM	Afternoon Session	Monarch V	Advanced Fleet Analytics & Data Mining for Individuals Experienced with Data Mining	Eric Evans / Tyrone Poist