

DART Host Week  
Schedule of Activities



Theme: 5 Star Service:  
DART seeks to be the standard bearer for customer service throughout the transit industry.

Sunday April 15, 2018

Start	End	Activity/Event/Speaker	Location
5:00 pm		Meet MAX participants in lobby	Westin Downtown Dallas 1201 Main St
5:15 pm	6:00 pm	Ice breaker	HC training Rm, 4 <sup>th</sup> floor, DART HQ
6:00 pm	6:30 pm	Break and travel with participants to mixer	Federal Street
6:30 pm	8:30 pm	Welcome mixer	Bowlounge 167 Turtle Creek Blvd
<b>DART Facilitator</b>		Teana Bush	
<b>Eno Facilitator</b>		Delana Glenn	
<b>Moderator</b>		Rolando Rodriquez – NRV Mechanic, MAX Class 2015	

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Monday April 16, 2018

Start	End	Activity/Event/Speaker	Location
8:45 am	9:00 am	Coffee and fruit	Boardroom kitchen DART HQ
9:00 am	9:30 am	Welcome to DART and My Career in Transit Gary Thomas, President/Executive Director	Conference Rm 1-C DART HQ
9:30 am	10:15 am	System overview Gary Thomas, President/Executive Director Tim McKay, EVP Growth Regional Development	Conference Rm 1-C DART HQ
10:15 am	10:30 am	Wellness stretch and break	Conference Rm 1-C DART HQ
10:30 am	11:00 am	DART Reference Book Overview Kay Shelton, Project Manager III	Conference Rm 1-C DART HQ
11:00 am	11:45 am	5 Star Service Program  Carol Wise, EVP Chief Operations Officer	Conference Rm 1-C DART HQ
11:45 am	12:00 pm	Wellness stretch and break	Conference Rm 1-C DART HQ
12:00 am	2:00 pm	Lunch with your match (ELT visit)	Atrium DART HQ
*2:00 pm	*2:30 pm	Break and travel with participants to Police HQ	Akard Station
*2:45 pm	5:00 pm	Building history, shooter simulator & Police app James Spiller, Chief of Police Matt Walling, Deputy Chief of Police Donovon Collins, Sergeant	Police HQ 2111 S. Corinth St.
5:00 pm	5:30 pm	Wrap Up Completion of online evaluation Delana Glenn, Eno Facilitator	Police HQ 2111 S. Corinth St.
*5:45 pm		Board train back to hotel	Illinois Station
<b>DART Facilitator</b>		Teana Bush	
<b>Eno Facilitator</b>		Delana Glenn	
<b>Moderators</b>		Yolande Harrison, Project Manager – Energy, MAX Class 2017 Chris Hawkins, Manager Travel Ambassador Program and Administration, MAX Class 2017 Monica Pena, Ops Communication Liaison, MAX Class 2015	

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Tuesday April 17, 2018

Start	End	Activity/Event/Speaker	Location
8:45 am	9:00 am	Coffee and fruit	Boardroom kitchen DART HQ
9:00 am	9:45 am	Risk Management - Integrated Benefits James Duff, Sr Manager Integrated Disability Programs	Conference Rm 1-C DART HQ
9:45 am	10:30 am	Occupational Safety Donna Johnson, Director Operations Safety	Conference Rm 1-C DART HQ
10:30 am	10:45 am	Wellness stretch and break	
10:45 am	11:30 am	Branding and Security Campaign Nevin Grinnell, VP Chief Marketing Officer	Conference Rm 1-C DART HQ
11:30 am	12:15 pm	Purchase Card/Procurement Adam Nicholas, AVP Procurement	Conference Rm 1-C DART HQ
12:15 pm	1:15 pm	Lunch (ELT visit)	Conference Rm 1-C DART HQ
1:15 pm	1:45 pm	Travel with participants to East Dallas Division	Federal Street
1:45 pm	2:30 pm	Bus Pull-Out and Farebox Overview Herold Humphrey's designee Joe Coker, AVP Fleet Services John Arcuri, Sr Manager Cash Revenue Systems	East Dallas auditorium 201 Peak St
2:30 pm	3:00 pm	Bus pull-out and Farebox tour	East Dallas Spotter's Booth 201 Peak St
3:00 pm	3:15 pm	Wellness stretch and break	East Dallas auditorium 201 Peak St
3:15 pm	4:15 pm	DART's Budget and Funding Senanu Adadevoh, AVP Business Planning & Analysis Comprehensive Fare Payment System Go Pass 2.0 Tina Morch-Pierre, AVP Payment Systems and Statistical Reporting	East Dallas auditorium 201 Peak St
4:15 pm	4:45 pm	Wrap Up Completion of online evaluation Delana Glenn, Eno Facilitator	East Dallas auditorium 201 Peak St
4:45 pm	5:15 pm	Board bus to hotel	East Dallas Spotter's Booth 201 Peak St
*6:30 pm		Board train for dinner	Akard Station
*6:45 pm	8:30 pm	Old Chicago – Pizza & Taproom	Mockingbird Station
<b>DART Facilitator</b>		Teana Bush	
<b>Eno Facilitator</b>		Delana Glenn	
<b>Moderators</b>		Victor Ibewuike, Planner III, Service Planning, MAX Class 2015 Josie Garcia, HC Manager People Center, MAX Class 2017	

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Wednesday April 18, 2018

Start	End	Activity/Event/Speaker	Location
8:45 am	9:00 am	Coffee and fruit	Boardroom kitchen DART HQ
9:00 am	10:00 am	Capital Projects: Platform Modifications John Rhone, VP Capital Design & Construction	Conference Rm 1-C DART HQ
10:00 am	10:15 am	Wellness stretch and break	
10:15 am	11:15 am	Breakout Sessions: EEO, Diversity & Inclusion – EEO Training Rm Michael Muhammad, VP Diversity/Inclusion/ELR Tammy Barrow, AVP Diversity & Labor Marcus Moore, AVP Civil Rights History of Art Projects – Conference Rm 1B David Ehrlicher, AVP Capital Program Delivery	DART HQ
11:15 am	1:15 pm	Business Case	Atrium DART HQ
1:15 am	2:15 pm	Alumni Lunch Around (ELT visit)	3 <sup>rd</sup> Floor DART HQ
2:15 pm	2:45 pm	Break and travel with participants to NWROF	Federal Street
3:00 pm	4:00pm	Camera Installation, Usage, and Monitoring Marie Benton, Interim AVP Rail Maintenance  James Spiller, Chief of Police Matt Walling, Deputy Chief of Police Charles Byrd, Sr. Manager Public Safety Tech	NWROF 9717 Abernathy Ave Training Room 244
4:00 pm	4:30 pm	Showcase cameras	NWROF 9717 Abernathy Ave
4:30 pm	5:00 pm	Wrap Up Completion of online evaluation Delana Glenn, Eno Facilitator	NWROF 9717 Abernathy Ave Training Room 244
5:00 pm	5:45 pm	Board bus to hotel	NWROF Parking Lot
<b>DART Facilitator</b>		Teana Bush	
<b>Eno Facilitator</b>		Delana Glenn	
<b>Moderators</b>		Anthony Craig, Customer Service Rep, MAX Class 2016 Sharon Pierce, Chief Rail Ops Controller, MAX Class 2017 Jennifer Stephens-Hall, Business Analyst Commuter Rail, MAX Class 2013	

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Thursday April 19, 2018

Start	End	Activity/Event/Speaker	Location
8:45 am	9:00 am	Coffee and fruit	Boardroom kitchen DART HQ
9:00 am	9:30 am	Travel to South Oak Cliff division	Federal Street
9:30 am	10:15 am	Succession Planning and Leadership Training Cheryl Orr, VP Human Capital	South Oak Cliff Auditorium 3422 E. Kiest Blvd
10:15 am	10:30 am	Wellness stretch and break	South Oak Cliff Auditorium 3422 E. Kiest Blvd
10:30 am	12:30 am	Practice, Leading and Serving Donovon Collins, Sergeant	South Oak Cliff Auditorium 3422 E. Kiest Blvd
12:30 pm	1:30 pm	Lunch (BBQ) (ELT visit)	South Oak Cliff Auditorium 3422 E. Kiest Blvd
1:30 pm	2:00 pm	Review Friday's Agenda Discuss completion of Thursday's online evaluation Delana Glenn, Eno Facilitator	South Oak Cliff Auditorium 3422 E. Kiest Blvd
2:00 pm	3:00 pm	Operations Panel - Tier 1 and Tier II	South Oak Cliff Auditorium 3422 E. Kiest Blvd
3:00 pm	4:00 pm	Electric Bus Overview Todd Plesko, VP Service Planning and Scheduling Darryl Spencer, Interim Sr AVP Engineering Joe Coker, AVP Fleet Services Jeff Haase, Manager Fleet Services Hans-Michael Ruthe, Project Manager I Service Planning	South Oak Cliff Auditorium 3422 E. Kiest Blvd
4:00 pm	5:45 pm	Electric Bus Tour and System Experience Todd Plesko, VP Service Planning and Scheduling Darryl Spencer, Interim Sr AVP Engineering Joe Coker, AVP Fleet Services Jeff Haase, Manager Fleet Services Hans-Michael Ruthe, Project Manager I Service Planning	South Oak Cliff Auditorium 3422 E. Kiest Blvd  Convention Center Station
<b>DART Facilitator</b>		Teana Bush	
<b>Eno Facilitator</b>		Delana Glenn	
<b>Moderators</b>		Dempsey Cluff, Transportation Supervisor I – Station Office, MAX Class 2017 Reginald Reed, Bus Operator, MAX Class 2015 Jennifer Jones, Project Manager III Service Planning, MAX Class 2011/2012	

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Friday, April 20, 2018

Start	End	Activity/Event/Speaker	Location
8:45 am	9:00 am	Coffee and fruit	Conference Rm – 1C
9:00 am	10:00 am	Keynote speaker Larry James, Executive Director, City Square	Boardroom DART HQ
10:00 am	10:15 am	Wellness stretch and break	Boardroom DART HQ
10:15 am	11:45 am	Executive Leadership Team Panel Discussion Gary Thomas, President/Executive Director Jesse Oliver, Deputy Executive Director Tim McKay, EVP Growth Regional Development Carol Wise, EVP Chief Operations Officer Jose Costello, Sr VP Finance	Boardroom DART HQ
11:45 am	12:00 am	Preview LA visit Sharyne Ng, LA Metro Facilitator	Boardroom DART HQ
12:00 pm	12:30 pm	Wrap Up Completion of online evaluation To go boxed lunch Delana Glenn, Eno Facilitator	Boardroom DART HQ
<b>DART Facilitator</b>		Teana Bush	
<b>Eno Facilitator</b>		Delana Glenn	
<b>Moderators</b>		Kenneth Duke, Sr Manager Procurement, MAX Class 2014 Eron Linn, Manager Federal Relations, MAX Class 2015	

\*Exact time pending service change schedule in March