

**EnoMAX Visit to Phoenix, AZ
October 20-25, 2019**

Host Hotel

Hilton Garden Inn, Phoenix Downtown
15 E. Monroe St.
Phoenix, AZ 85004

Valley Metro Administrative Office

101 N. 1st Ave.
Phoenix, AZ 85003
14th Floor (Reception); 10th Floor Board Room (EnoMAX meeting room)

Day 0 – Arrival Date + Welcome Reception

Sunday, October 20

Hilton Garden Inn, Floor 13

Dress: Casual

Start	End	Activity	Location
5:30 p.m.	7:30 p.m.	Welcome Reception, including: <ul style="list-style-type: none"> • Welcome; Preview of Week; Exploring Downtown Phoenix • Dinner buffet • Good fun – networking! 	Hilton Garden Inn Floor 13

Day 1 – Welcome! Overview Presentations + Meet Your Match(es)
Monday, October 21
Valley Metro Administrative Office, Board Room, 10th Floor

Dress: Business Casual; Jeans Acceptable

Start	End	Activity	Location
8:15 a.m.		Hot Breakfast	VM Board Room 10th floor
8:30 a.m.	8:50 a.m.	Welcome & Introductions; Day & Week Preview <ul style="list-style-type: none"> • Hillary Foose, Communications & Strategic Initiatives Director • Julie Landspurg, Learning & Development Manager 	VM Board Room 10th floor
8:50 a.m.	9:00 a.m.	Shifting Gears Introduction <ul style="list-style-type: none"> • Omar Peters, Planner III • John Williams, Facilities Maintenance Coordinator 	VM Board Room 10th floor
9:00 a.m.	9:45 a.m.	CEO Welcome, Agency Overview & History of Transit in the Valley of the Sun <ul style="list-style-type: none"> • Scott Smith, CEO 	VM Board Room 10th floor
9:45 a.m.	10:30 a.m.	Community’s Transportation Priorities: Insights for Regional Sales Tax Renewal <ul style="list-style-type: none"> • Audra Koester Thomas, Maricopa Association of Governments, Transportation Planning Program Manager 	VM Board Room 10th floor
10:30 a.m.	10:45 a.m.	Break	VM Board Room
10:45 a.m.	Noon	Building for the Future: Capital Projects Overview & Workforce Development Efforts <ul style="list-style-type: none"> • Jennifer Pyne, Corridor Planning Deputy Director • Lisa Saldin, Rail Community Relations Manager 	VM Board Room 10th floor
Noon	1:45 p.m.	Lunch/Meet Your Peer Match	VM Board Room; offsite as needed; 10B, 10C, 13D, 14EC are also available

1:45 p.m.	2:00 p.m.	Break	VM Board Room 10th floor
2:00 p.m.	4:00 p.m.	Meet Your Business Project Match	VM Board Room; offsite as needed; 10B, 10C, 13D, 14 EC are also available
4:15 p.m.	4:30 p.m.	Day 1 De-brief & Evaluation; Day 2 Preview	VM Board Room 10th floor
4:30 p.m.		Dismiss	

Day 2 – Morning Tours + Afternoon Presentations
Tuesday, October 22
Valley Metro Administrative Office, Board Room, 10th Floor

Dress: Business Casual; Jeans Acceptable

Start	End	Activity	Location
8:15 a.m.		Continental Breakfast	VM Board Room 10th floor
8:30 a.m.	8:45 a.m.	Welcome; Preview of Day; Shifting Gears Moments	VM Board Room 10th floor
8:45 a.m.	9:15 a.m.	Pre-tour Presentations: Gilbert Road Extension Art <ul style="list-style-type: none"> • MB Finnerty, Public Art Administrator Roundabouts with Rail: The Valley Metro Experience <ul style="list-style-type: none"> • Omar Peters, Planner III Guthrie Facility <ul style="list-style-type: none"> • Joe Scholz, Maintenance of Way Technical Trainer (Operational Challenges) 	VM Board Room 10th floor
9:15 a.m.	10:00 a.m.	Travel by bus to Gilbert Road Extension	Bus Stop on Central Ave in front of Chase Tower
10:00 a.m.	10:45 a.m.	Gilbert Road Light Rail Extension Public Art & Guthrie Facility <ul style="list-style-type: none"> • RTD & ST: Public Art, Park-and-Ride, Station w/ MB Finnerty (20 min) • LA & VM: Guthrie Facility w/ Joe Scholz & Jose Rodriguez (20 min) • Groups switch 	GRE Park-and-Ride Guthrie Maintenance Facility
10:45 a.m.	11:00 a.m.	Travel by bus through roundabout & view neighboring Transit Oriented Developments (narration provided by Terry Benelli)	Bus
11:00 a.m.	11:30 a.m.	TOD Tour: Creative Affordable Housing at Artspace Lofts <ul style="list-style-type: none"> • Terry Benelli, LISC Phoenix, Executive Director 	Mesa Artspace Lofts
11:30 a.m.	Noon	Travel by bus to Valley Metro	Bus

Noon	1:00 p.m.	Lunch	VM Board Room 10th floor
1:00 p.m.	2:00 p.m.	Equitable Community Engagement with the South Central Extension/Downtown Hub <ul style="list-style-type: none"> • Julie Cruz Gilfillan, Community Relations Coordinator • Scott Miller, Project Manager for Design 	VM Board Room 10th floor
2:00 p.m.	3:00 p.m.	Respect the Ride: Customer-centered Security Program <ul style="list-style-type: none"> • Hillary Foose, Communications & Strategic Initiatives Director • Adrian Ruiz, Safety, Security & Quality Assurance Director • Customer Experience Coordinators: Dave Munley and Dawn McGuire 	VM Board Room 10th floor
3:00 p.m.	3:15 p.m.	Break featuring Officer Mark O’Connell / K9 Salsa, City of Phoenix PD	VM Board Room 10th floor
3:15 p.m.	4:15 p.m.	Best Practices & Lessons Learned from Future of Phoenix Light Rail Vote <ul style="list-style-type: none"> • Tony Cani, Invest in PHX, Campaign Manager; also w/ Resolute Consulting 	VM Board Room 10th floor
4:15 p.m.	4:30 p.m.	Day 2 De-brief & Evaluation; Day 3 Preview	VM Board Room 10th floor
4:30 p.m.		Dismiss	
5:30 p.m.		Optional Activity hosted by: <ul style="list-style-type: none"> • Jose Rodriguez, Maintenance of Way Supervisor, • Joe Scholz, Maintenance of Way Technical Trainer • John Williams, Facilities Maintenance Coordinator 	Stardust Pinbar & Ziggy’s Magic Pizza Shop

Day 3 – Morning Presentations + Afternoon Tours
Wednesday, October 23
Valley Metro Administrative Office, Board Room, 10th Floor

Dress: Business Casual; Jeans/Pants + Closed-toe Shoes Required

Start	End	Activity	Location
8:15 a.m.		Continental Breakfast	VM Board Room 10th floor
8:30 a.m.	8:45 a.m.	Welcome; Preview of Day; Shifting Gears Moments	VM Board Room 10th floor
8:45 a.m.	9:30 a.m.	Mobility Innovation at Valley Metro <ul style="list-style-type: none"> • Joe Gregory, Service Planning Manager • Hannah Quinsey, Planner III 	VM Board Room 10th floor
9:30 a.m.	10:00 am	Building Communities and Enhancing Lives: A Quality of Life Report Overview <ul style="list-style-type: none"> • Hannah Quinsey, Planner III • Peter Valenzuela, Planner I 	VM Board Room 10th floor
10:00 a.m.	10:15 a.m.	Break	VM Board Room 10th floor
10:15 a.m.	11:15 a.m.	Valley Metro Leadership Panel: The Journey & Collaborative Leadership Model <ul style="list-style-type: none"> • Scott Smith, CEO • Ray Abraham, Chief Operations Officer • Hillary Foose, Communications & Strategic Initiatives Director (Moderator) • Wulf Grote, Capital & Service Development Director • Jim Hillyard, Chief Administrative Officer • Paul Hodgins, Chief Financial Officer • Penny Lynch, Human Resources Director • Mike Minnaugh, General Counsel • Adrian Ruiz, Safety, Security & Quality Assurance Director • Alexis Tameron Kinsey, Chief of Staff and Senior Advisor to CEO 	VM Board Room 10th floor
11:15 a.m.	12:15 p.m.	Lunch with Leadership Team	VM Board Room 10th floor

12:15 p.m.	12:45 p.m.	Travel by light rail to Mobility Center (from Jefferson/1st Ave to 44th St/Washington)	Rail
12:45 p.m.	1:45 p.m.	<p>Customer Service & ADA Assessment Center Tours</p> <ul style="list-style-type: none"> • RTD & ST: ADA Assessment Center w/ James Rosa & Brenda Kreitinger (20 min) • LA & VM: Facility Overview & Customer Service Center Walk-through w/ Willie Marks (20 min) • Groups switch 	Mobility Center, Papago Room
1:45 p.m.	2:00 p.m.	Travel by bus to Ability360	Bus
2:00 p.m.	2:45 p.m.	<p>Apex of Accessibility: Ability360 and the New 50th Street Station</p> <ul style="list-style-type: none"> • Darrel Christenson, Ability360, Vice President of Community Integration • Tony Jackson, Ability360 & Power Soccer Player 	Ability360
2:45 p.m.	3:00 p.m.	Break	Ability360
3:00 p.m.	3:30 p.m.	Travel by bus to Tempe; Tempe Streetcar overview (narration by Luis Mota & Jordan Brackett)	Bus
3:30 p.m.	4:30 p.m.	<p>Tempe Streetcar Construction Tour: Region's First Modern Streetcar & Battery-powered Vehicle</p> <ul style="list-style-type: none"> • Arrive at Mill/3rd & walk to Rio Salado w/ Luis Mota, Project Manager; Jordan Brackett Community Outreach Coordinator; Tony Belleau, City of Tempe 	Tempe Streetcar Construction Site
4:30 p.m.		<p>Dismiss with options:</p> <ul style="list-style-type: none"> • Travel back by bus to hotel • Stay to explore downtown Tempe; return to hotel via light rail OR • Phoenix Suns vs. Sacramento Kings basketball game at 7 p.m. in downtown Phoenix 	Bus or Rail

Day 4 – Presentations + Simulations + Dinner
Thursday, October 24
Valley Metro Rail Operations & Maintenance Center; Administrative Office

Dress: Business Casual (day); Business (evening)

Start	End	Activity	Location
7:50 a.m. 8:00 am		Meet in Hotel Lobby Travel to OMC via Bus	Hotel Lobby, walk to Bus Stop on Central Ave in front of Chase Tower
8:30 a.m.	8:45 a.m.	Hot Breakfast; Preview of Day; Shifting Gears Moments	OMC, Jim Starz Room
8:45 a.m.	9:00 a.m.	Heartbeat of Rail Operations: Overview of Current & Future OMC <ul style="list-style-type: none"> • Ray Abraham, Chief Operations Officer 	OMC, Jim Starz Room
9:00 a.m.	10:00 a.m.	Systems Built for the Heat <ul style="list-style-type: none"> • Alba Rodriguez, Urban Designer • Rob Rosenberg, Light Rail Vehicle Maintenance Superintendent • Rick White, Maintenance of Way Manager • Lynn McLean, First Transit AGM Maintenance 	OMC, Jim Starz Room
10:00 a.m.	11:00 a.m.	Contracting Out Operations – It’s a True Partnership <ul style="list-style-type: none"> • Valley Metro - Ray Abraham, COO • First Transit - Lynn McLean, AGM Maintenance • Total Ride - Steve Hamlin, COO • ACI – Greg Woods, Project Manager Valley Metro Moderator - Mike Taylor, Operations Support Manager 	OMC, Jim Starz Room
11:00 a.m.	11:30 a.m.	Giving/Receiving Feedback Pitch Simulation Q&A <ul style="list-style-type: none"> • Richard Petty, Eno Facilitator 	OMC, Jim Starz Room
11:30 a.m.	11:45 a.m.	Working Break: Final Prep for Simulation Pitch	OMC, Jim Starz Room
11:45 a.m.	12:45 p.m.	Lunch	OMC, Jim Starz Room
12:45 p.m.	1:15 p.m.	Travel by bus to VM Office	Bus

1:15 p.m.	Usher groups to conference rooms		
1:30 p.m.	2:30 p.m.	Career Planning Session: Denver RTD & LA Metro • Billy Terry, National Transit Institute Director	Training Room, 14th Floor
1:30 p.m.	2:30 p.m.	Business Project Simulation Pitch: Sound Transit & Valley Metro • ST with Rob Puentes, Eno President & CEO • VM with Mary Peters, former U.S. Secretary of Transportation; City of Tempe Council Member Robin Arredondo-Savage	Conference Rooms 13D, 13th Floor Exec Conf, 14th Floor
2:35 p.m.	Switch rooms		
2:45 p.m.	3:45 p.m.	Career Planning Session: Sound Transit & Valley Metro • Billy Terry, National Transit Institute Director	Training Room, 14th Floor
2:45 p.m.	3:45 p.m.	Business Project Simulation Pitch: Denver RTD & LA Metro • RTD with Rob Puentes, Eno President & CEO • LA with Mary Peters, former U.S. Secretary of Transportation	Conference Rooms 13D, 13th Floor Exec Conf, 14th Floor
3:45 pm	Back to Valley Metro Board Room		
4:00 p.m.	4:15 p.m.	Wrap Up from Eno; Day 4 De-brief & Evaluation; Day 5 Preview	VM Board Room, 10th Floor
Refresh before evening activities			
5:00 p.m.	5:30 p.m.	Set-up Tabletop Displays	Hilton Garden Inn
5:30 p.m.	7:00 p.m.	Reception; Tabletop Display Showcase	Hilton Garden Inn
7:00 p.m.	8/8:30 p.m.	Recognition & Dinner	Hilton Garden Inn

Day 5 – GM/CEO Panel + Graduation
Friday, October 25
Valley Metro Administrative Office, Board Room, 10th Floor

Dress: Business

Start	End	Activity	Location
8:15 a.m.		Hot Breakfast	VM Board Room 10th floor
8:30 a.m.	8:45 a.m.	Welcome from Richard Petty, Eno	VM Board Room 10th floor
8:45 a.m.	10:00 a.m.	GM/CEO Q&A Panel <ul style="list-style-type: none"> • Dave Genova, Denver RTD General Manager • Kathy Albert, Sound Transit Chief Strategic Officer • Scott Smith, Valley Metro CEO • Phillip Washington, LA Metro CEO • Richard Petty, Eno (Moderator) 	VM Board Room 10th floor
10:00 a.m.	10:15 a.m.	Break and set-up for graduation	VM Board Room 10th floor
10:15 a.m.	11:15 a.m.	EnoMAX Graduation	VM Board Room 10th floor
11:15 a.m.	11:30 a.m.	Closing Remarks from Scott Smith	VM Board Room 10th floor
11:45 a.m.		Dismiss; enjoy takeaway snacks	VM Board Room 10th floor