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| 8:00 - 9:00 am | GameChanger Session                                                      | Follow the Leader: Secrets to Creating a Dynamic Workforce  
Presented by: Tiffany Smith, MBA, Parking Authority of River City (Ky.) | From the Ground Up: Building a New UCLA Ronald Reagan Medical Center Valet Operation  
Presented by: David Wiedeman, University of California, Los Angeles | Offering A Payment App Only Gets You to The Starting Line: Strategies for Ensuring Widespread Adoption  
Presented by: Jason Boast, PayByPhone Technologies, Inc.; Mary Catherine Snyder, City of Seattle (Wash.) | CAPP: Champion Your Credential  
Presented by: Brian Scoggins, CAPP, SP+, Isaiah Mouw, CAPP, Lanier Parking Solutions; Irma Henderson, CAPP, MBA, University of California, Riverside; Hal King, CAPP, City of Hollywood (Fla.) |
| 9:15 - 10:15 am | Trending Now Shoptalk Curb Management  
Moderator: Charley DeBow, D&D Advisory Group, LLC | How to Sell Your Role in the Revolution: Why Parking and Mobility Matter Now More Than Ever  
Presented by: Vanessa Solesbee, CAPP, Town of Estes Park, CO; Barbara Chance, PhD., CHANCE Management Advisors, Inc.; Kim Jackson, CAPP, Princeton University; Robert Ferrin, City of Columbus (Ohio) | Technologists Have Had Their Say About the Impact of Parking! Now It’s Your Turn!  
Presented by: Charles Ladics, Carl DePinto, MBA; Duke University; Debbie Hoffmann, CAPP, Lynn Wiggs, Texas A&M University College Station | Debunking Common HR Myths: Attract and Retain Top Talent  
Presented by: Andi Campbell, MS, Eric Daigle, LAZ Parking Ltd. |
| 12:00 - 1:00 pm | GameChanger: Reimagining the Automobile in the Age of Smart Mobility  
Presented by: Michael Hoffman, Porsche; Andy Graber, PayByPhone | Meeting Challenges: New Innovations for the Parking Industry in Latin America  
Presented by: Daniel Corbe, BDS Parking, S.A. DE C.V. | Eyes Open: Seven Emerging Trends Affecting Parking, Mobility, and the Smart Revolution  
Presented by: Brett Wood, CAPP, PE, Kinley Hom; Bridgette Brady, CAPP, Cornell University | The Hard Truth About Key Performance Indicators: You Can't Manage What You Don't Measure  
Presented by: Joseph Sculli, CAPP, CHANCE Management Advisors, Inc.; Gary Means, CAPP, Lexington & Fayette County (Ky.) Parking Authority | How a Parking Garage Can Be Everything to Everyone (Spoiler: It Can't)  
Presented by: Gordon Hansen; Danette Perry, CAPP, Farid Javandel, City of Berkeley (Calif.) |
| 9:45 - 10:45 am | GameChanger Session                                                      | Becoming Elite: Making APO Happen  
Presented by: Dan Kupferman, CAPP, Jon Martens, CAPP, AICP; Geoffrey Polusuny; Jonathan Hicks; Walker Consultants | Leap to Mobility: The Abu Dhabi Journey  
Presented by: Tope Longe, MBA, Parking Division, Integrated Transport Centre, Abu Dhabi | Deal Breaker to Deal Maker: St. Armands Circle Parking Garage Case Study  
Presented by: Mark Santos, PE, Kinley Hom; Mark Lyons, CAPP, City of Sarasota (Fla.); Kenneth Boeser, Haskell |
| 11:00 - 12:00 noon | Trending Now Shoptalk (APDS)  
Moderator: Mike Drow, PMP, CAPP, T2 Systems | Can You Really Have It All? Industry Perspectives on Work/Life Integration  
Presented by: Vanessa Solesbee, CAPP, Town of Estes Park, CO; Mike Estey, City of Seattle (Wash.); William Reynolds, P.E., AICP, PTP, RBT Consultants; Cindy Patton, City & County of Denver (Colo.) Parking Operations | Is it Possible to Drive Better Revenue with Price? These Airports Say Yes!  
Presented by: Guy Barnes; Ryan MacLagan, Integrated Decisions and Systems, Inc. (IDeS) | Six Weird Tricks to Reduce PCI Risk—and What Happens Next!  
Presented by: Erik Nelson, PCIP; Brian McGann, PCIP; Walker Consultants | Using Technology: A How-To Guide for Converting to a Virtual and Electronic Parking Environment  
Presented by: Doug Lape; Nancy Smith, CAPP; Mark Lanière: University of North Carolina Charlotte |