



CONNECT 2020 Preliminary Program – Subject to Change

Location:

Kimpton Epic Hotel
270 Biscayne Blvd. Way
Miami, FL 33131
305-424-5226

Sunday April 26, 2020

11am – 3pm: Registration Open

Location: Epic Hotel – 14th Floor Foyer

4-6pm: Welcome to Miami Opening Reception

Location: 16th Floor Pool Deck

Monday April 27, 2020

8-9am: Breakfast

Location: Epic Hotel – 14th Floor Foyer

9:05 – 10am: Keynote Speaker



Carlos Cruz-Casas, P.E., Assistant Director over Strategic Planning for Miami-Dade County's Department of Transportation and Public Works

Carlos Cruz-Casas, P.E., is the Assistant Director over Strategic Planning for Miami-Dade County's Department of Transportation and Public Works. His primary focus is to introduce mobility innovation, challenge the current procedures for transportation planning and develop a fully integrated transportation system. His career includes both public and private sector experience ranging from conceptual design to implementation of pedestrian, bicycle, transit, and traffic projects. As a professional engineer dedicated to the development of Livable Transportation, Carlos seeks to achieve the right balance between livability and mobility. Carlos received his Master's degree in urban transportation planning from the University of Florida's College of Engineering and his B.S. in civil engineering from the University of Puerto Rico. He now serves as a Board Member for the Open Mobility Foundation and TRB's Mobility Management Committee.

10:05 – 11am: Spotlight Panel Presentation

Location: 14th floor – Metropolitan Room

Panel Members:

Robert Reyes, Senior Transportation Supervisor, AC Transit

Robert Delage, Manager, Technology and Control Systems, OCTranspo

Additional Panel Members TBD

Managing Disruptions

Improving the rider's experience with improved resiliency planning and better management and communication of unavoidable disruptions

Disruptions are often inevitable, and your riders understand that some things are beyond your control. What they expect however, is that you'll communicate with them in real-time to keep them informed when your schedule changes unexpectedly. In this session you'll hear from various agencies to learn how they are effectively managing the unexpected including:

- Linking your RTPI system and your onboard digital signage to communicate schedule changes in real-time
- Addressing issues in the control center to better manage disruptions; planning ahead whenever possible
- Planning and executing significant events – adding extra vehicles, creating additional blocks and delivering enhanced service
- Preparing for the unexpected catastrophic event; resiliency planning procedures
- APC analysis for effective reporting back to your stakeholders – evaluating the cost to serve

11-11:30: AM Break

11:30 – 12:30pm: Spotlight Presentation

Location: 14th floor – Metropolitan Room

Speaker: Mike Karpouzie, IT Program Portfolio Manager

SmartYard – Creating efficiencies that improve on-time performance

Learn how WMATA leverages SmartYard to improve the efficiency of their depot operations and how they reduced the time-consuming manual processes that were creating significant inefficiencies.

12:30 – 1:45pm: Lunch

Location: 16th Floor Pool Deck

1 – 5pm: One-on-one Demo Room Open

Location: 14th floor – Sanctum

Work directly with our product experts to learn the ins and outs of Clever Devices' suite of ITS solutions.

1:30 – 2pm:

Solution Session: **Managing Multi-Modal Operations** – Eugene Redko, Product Manager, Clever Devices

Location: 14th floor – Gotham A

Discover the benefits of leveraging your CleverCAD system to manage your multi-modal operations

Product Bootcamp: **Planning and Scheduling Overview** – Bruno Stockel, Senior Technical Specialist, Clever Devices

Location: 14th floor – Gotham B

2:05 – 2:45pm:

Solution Session: **Enhancing your dispatch to operator communications with Celrado VoIP** – Phil Bockrath, VP

Communication Technology, Clever Devices

Location: 14th floor – Gotham A

There are many ways to leverage Celrado VoIP in your operations and this session will explore how you can enhance your communications regardless of what you use today -

1. Have a modern radio network – add VoIP to meet your data needs or to stay connected when out of LMR range
2. Have an aging radio network but need reliable affordable communications – add VoIP and keep your aging radio as a backup
3. Can't afford to modernize your aging system – add VoIP as your primary communications network for both voice and data
4. Currently using mobile phones to communicate – Celrado VoIP is an affordable, safe and reliable way to stay connected

Product Bootcamp: **Multi-Modal CleverCAD** – Eugene Redko, Product Manager, Clever Devices

Location: 14th floor – Gotham B

Learn how to use CleverCAD to manage your multi-modal operations with an in-depth look and session takeaways

2:45 – 3:15pm: PM Break

3:15 – 4pm:

Solution Session: **Managing Contractors** – Methods and metrics to ensure your contractors are delivering excellent services – Crystal Benjamin, Product Manager, Clever Devices

Location: 14th floor – Gotham A

In this session, we'll explore how to analyze specific metrics to determine whether or not hired contractors are delivering the services you are paying them for. We'll explore how management can use metrics to understand the capabilities of the system better and apply them to their contracted services.

3:15 – 3:40pm:

Product Bootcamp: **Real-Time Passenger Information** – Bill Longenecker, Product Line Manager, Clever Devices

Location: 14th floor – Gotham B

3:40 – 4:15pm:

Product Bootcamp: **SmartYard** – Eugene Redko, Product Manager, Clever Devices

Location: 14th floor – Gotham B

6 – 10pm: Evening Networking Event

Tuesday April 28, 2020

9 -10am: Breakfast

Location: Epic Hotel – 14th Floor Foyer

10:15 – 11am: Spotlight Presentation

Location: 14th floor – Metropolitan Room

Speaker: Ellen Gustafson, Operations Director, Kitsap Transit

Aligning Planning and Scheduling: One agency's journey toward efficiencies and cross-department visibility with MTRAM.

When Kitsap Transit moved from paper-based processes to MTRAM for their planning and scheduling, not only did they reduce the number of routes in their service and better control overtime costs, they discovered that one of the most valuable benefits was actually the improved collaboration and communication between their planning and operations departments.

11:15 – 12pm:

Location: 14th floor – Metropolitan Room

Speaker: Marvin Paul, Product Development Director, Clever Devices

Scheduling of the Future: Real-Time Optimization and the power of AI

12 – 1:15pm: Lunch

Location: 16th Floor Pool Deck

1 – 5pm: One-on-one Demo Room Open

Location: 14th floor – Sanctum

1:30pm-5pm: Technical Tours with Miami-Dade Transit

- Multi-modal Operations Control Center
- Maintenance Facility – CNG retrofit
- Rail Test Facility

6 – 10pm: Evening Networking Event

Wednesday April 29, 2020

8-9:30am: Breakfast

Location: Epic Hotel – 14th Floor Foyer

9:30 – 10am: Spotlight Presentation

Location: 14th floor – Metropolitan Room

Speaker: Gadi Glogowski, Strategic Product Operations Director, Clever Devices

Electric Vehicles: Injecting electric vehicle considerations into the core of Clever Devices offerings to support the mixed fleets of today and the fully electric fleets of tomorrow.

Adding electric vehicles into your fleet adds another level of complexity to your planning, scheduling, monitoring, maintenance and management of your fleet. What it doesn't do, is change your number one priority which is to deliver the efficient, cost-effective service your riders demand. This is why Clever Devices is building electric considerations into the core of our offerings to help you plan properly and make the data-driven decisions necessary to quickly begin saving money and realizing the energy efficiencies of a modern, electrified fleet. In this session you'll learn how Clever Devices is enhancing our solution offerings to include electric vehicles for:

- CleverCAD
- AVM
- SmartYard
- Clever Reports

10:10 – 11:10am: Spotlight Panel Presentation

Location: 14th floor – Metropolitan Room

Panel Members: TBD

Electric Vehicle Preparedness: Lessons learned from those who are leading the way to an electric future

As many agencies are quickly learning, moving from a diesel-fueled fleet to an electric one is a lesson in careful planning. Whether you are adding one or two vehicles a year or plan to be fully electric by the end of the decade, there are many variables you must consider as you inject electric vehicles into your fleet. This session will explore lessons learned from those who have begun the process including:

- Working with utility companies
- Charging execution strategies
- Learning from the data
- Route and schedule planning
- Maintenance and operator training
- Operations control procedures

11:10 – 11:30: AM Break

11:30 – 12:30pm: Spotlight Panel Presentation

Location: 14th floor – Metropolitan Room

Panel Members:

Joonie Tolosa, Manager, Operations Analysis, Reporting, & Systems, Santa Clara Valley Transportation Authority
Additional Panel Members TBD

Data Management – How agencies are using data to improve efficiencies

Agencies are increasingly combining data generated by ITS systems with data from third-party systems with varying levels of sophistication. Some agencies have homegrown databases that combine Clever Device's ITS data with schedule data, maintenance, and fare data, while others use a combination of reports from different data silos to combine the data post-processing. Managing this data is labor-intensive; making sure the incoming data is correct and complete requires continuous monitoring of the data and a team in place who are empowered and knowledgeable enough to identify the source of and resolution of data issues. In this panel, we'll explore:

- What are agencies doing with the data we provide?
- How are agencies combining the data – is it in a data warehouse, series of reports?
- What data are they aggregating?
- What sort of agency decisions are based on the data?
- Who maintains the data on a daily basis and what tools do they use?
- What problems do they encounter?
- What might they do with the data that they aren't yet thinking of?
- Share best practices with Clever and other agencies on how they are leveraging data.

12:30 – 1:45pm: Lunch

Location: 16th Floor Pool Deck

1 – 5pm: One-on-one Demo Room Open

Location: 14th floor - Sanctum

1:50 – 2:20pm:

Solution Session: **Planning and Scheduling Electric Fleets** – Marvin Paul, Product Development Director, Clever Devices

Location: 14th floor – Gotham A

Product Bootcamp: **CleverCAD** – Eugene Redko, Product Manager, Clever Devices

Location: 14th floor – Gotham B

2:25 – 2:55pm:

Solution Session: **Data Prepping for NTD Reporting** – Crystal Benjamin, Product Manager, Clever Devices

Location: 14th floor – Gotham A

Product Bootcamp: **Driver and Duty Management Overview** – Bruno Stockel, Senior Technical Specialist, Clever Devices

Location: 14th floor – Gotham B

2:55 – 3:20pm: PM Break

3:25 – 3:50pm:

Solution Session: **Next Generation AVM** – Prognostics and the power of predictive maintenance – Kuldip Singh, Team Lead, Systems Engineering & Scott Rizzitano, Product Manager, Clever Devices

Location: 14th floor – Gotham A

Product Bootcamp: **CleverCAD**

Location: 14th floor – Gotham B

3:55 – 4:30pm:

Solution Session: **Improving On-Time Performance Through Data Analysis** – Brock Bafford, Product Manager, Clever Devices

Location: 14th floor – Gotham A

Product Bootcamp: **CleverReports** – Crystal Benjamin, Product Manager, Clever Devices

Location: 14th floor – Gotham B

6 – 10pm: Evening Networking Event

Thursday April 30, 2020

8 – 9am: Breakfast

9 – 11:00am: Closing Session – Speaker TBD

Location: 14th floor – Metropolitan Room

9am – 12pm: One-on-One Demo Room Open

Location: 14th floor – Sanctum