

8:30-9:00 am	Registration & continental breakfast	
9:00-9:05 am	Opening Remarks: Scott Glaser	
9:05-9:15 am	Welcome: <i>Orlando Mayor Buddy Dyer</i>	
9:15-10:00 am	<b>Keynote: "Proven Leadership Principles for a Fast-Paced World"</b> <i>Pat Williams, Senior Vice President, Orlando Magic</i>	
10:00-10:45 am	<b>Panel #1: Trends in Technology</b> <i>Venue Next, ISS and the Next Big Thing</i> <i>Dallas Wilkes, Mobile Strategy Manager, Orlando Magic</i> <i>David Storm, Director of Broadcast Technology &amp; Services, Orlando Magic</i> <i>Brian Weber, Technology Support Specialist, Orlando Venues</i>	
10:45-11:00 am	Break	
11:00-11:45 am	<b>Panel #2: Stepping Up Security</b> <i>Being prepared in a post-Pulse, Plaza Live &amp; Paris World</i> <i>Isiah White, Captain, Orlando Police Department Special Operations Division</i> <i>Mark Canty, SWAT Commander &amp; Captain, Orlando Police Department</i> <i>Sade Battle, Senior Operations Manager, Andy Frain Services</i>	
11:45-12:00 pm	Shuttle to Camping World Stadium	
12:00-12:45pm	Lunch at Camping World Stadium	
12:45-1:00pm	Shuttle back to Amway Center	
1:00-1:45 pm	Breakout Sessions/Roundtable (Pick one)	
	<b>IOA Rooms:</b> <b>Updating &amp; Upgrading Your Facility</b> <i>Charlie Leone, Operations Division Manager, Orlando Venues</i> <i>Ian LaHiff, P.E. LEED AP, Energy Project Manager, City of Orlando</i>	<b>DEX Imaging Vista Room:</b> <b>Pitching Partnerships &amp; Strengthening Sales</b> <i>Michael Forde, Executive Vice President of Sales, Orlando Magic</i>
1:45-2:30 pm	Breakout Sessions (Pick one)	
	<b>IOA Rooms:</b> <b>Serious About Sustainability</b> <i>Chris Castro, Director of Sustainability, City of Orlando</i>	<b>DEX Imaging Vista Room:</b> <b>The Evolution of Ticketing</b> <i>Tim O'Leary, Vice President-Client Development, Ticketmaster</i>
2:30-2:45 pm	Break	
2:45-3:30 pm	<b>Panel #3: Transportation Frustration</b> <i>Cars, Shuttles, Taxis, Ride-Sharing &amp; How to Reduce the Headaches</i> <i>Craig Borkon, Assistant Director, Orlando Venues</i> <i>Justin Kinsey, General Manager, Lanier Parking</i> <i>Christina Moya, Senior Project Manager, SP+</i>	
3:30-4:30 pm	<b>Panel #4: All Stars Offer "My Advice to You Is..."</b> <i>Kim Stone, Executive Vice President &amp; General Manager, The Heat Group - American Airlines Arena</i> <i>Scott Glaser, President, FFMA</i> <i>Associate Director of Athletics for Facilities &amp; Event Management, USF</i> <i>Trent Merritt, General Manager, USF Sun Dome / Regional Vice President, Spectra Venue Management</i> <i>Allen Johnson, Executive Director, Orlando Venues</i>	
4:30-4:45 pm	Closing remarks & group photo	
4:45-5:30 pm	Arena tour	
5:30-6:30pm	Networking: Hors d'oeuvres & Hospitality	
6:30pm	Orlando Magic vs. New Orleans Pelicans Pre-Season Game	