

AGENDA

MONDAY, SEPTEMBER 30

8:00am – 8:00pm.....	Registration Desk Open
8:00am – 3:00pm.....	Decorator Set-up
12:00pm – 2:00pm.....	Vehicle Move-In
2:00pm – 5:00pm.....	Exhibitor Display Set-up (<i>hall closed to all except exhibitors</i>)
12:30pm – 2:00pm.....	Foundation Board Meeting (<i>by invitation only</i>)
2:00pm – 4:00pm.....	TTA Board Meeting (<i>by invitation only</i>)
4:00pm – 5:30pm.....	Foundation Fundraiser (<i>additional registration</i>)
5:30pm – 7:00pm.....	Welcome Reception (<i>Hyatt Regency Dallas, Landmark Circle</i>)

TUESDAY, OCTOBER 1

8:00am – 2:00pm.....	Exhibitor Display Set-up (<i>hall closed to all except exhibitors</i>)
8.45am - 9.15am.....	Continental Breakfast for Learning Labs
9:00am – 5:30pm.....	Registration Desk Open
9:15am – 10:15am.....	First set of concurrent Learning Labs

- **Technology Track: Fraud in NEMT**
 - **Description:** What can your company do to crack down on fraudulent claims? Learn how to develop the most trustworthy claims in the industry. Don't miss this opportunity to equip your company with the tools and knowledge needed to safeguard against fraudulent claims and foster trust within the industry. Join us for an engaging discussion that could redefine your approach to claims management.
- **Loss Control Track: Reducing Risk & Minimizing Premiums**
 - **Description:** Join us for an insightful session that delves into the critical aspects of managing transportation operations efficiently and effectively. In this session, we will explore key areas and resources including vetting drivers' qualifications during the hiring process, comprehensive driver training programs, and the procurement of durable vehicles, including accessible options tailored for all passengers.



- **Operations Track:** Value Based Product Offerings -Service Levels
 - **Description:** This impactful session will focus on mastering the art of justifying higher prices in the transportation industry through tailored services. We will delve into key strategies for identifying and implementing service levels and modes that align with passenger needs, enabling you to stand out from the competition.

10:30am – 11:30am.....Second set of concurrent Learning Labs

- **Technology Track:** Does Your Technology Meet Your Evolving Needs?
 - **Description:** Most of us are taking the “Joe Rubino” approach to service offerings. In other words, “If you look out your window and see someone being transported by somebody else, you need to figure out how to get that business.” These days as we evolve into new markets and service offerings, it becomes even more important to understand how these new offerings can or will be reflected through your existing technology platforms. Proprietary client software, APIs, existing software; you need to understand how to make all of these work together. Our panel of technology experts will explain the things you need to consider when trying to determine how, or if, your new evolving business segment is reflected in your technology program.

- **Loss Control Track:** Circle of Life in our Business
 - **Description:** Just like in nature, business also experiences a cycle of growth, change, and adaptation. Training of our employees serves as the nourishment and foundation that fuels this cycle, ensuring the health and vitality of our business. Let’s navigate the road to success with core concepts and foundational practices.

- **Operations Track:** Fleet & Securement Equipment
 - **Description:** This session will cover a variety of equipment needs for student transportation, including vehicle types, to securement tools and equipment, from transporting 4–5-year-olds, students with developmental disabilities, to ADA securement best practices.

11:30am – 1:00pm.....Lunch on Your Own

1:15pm – 2:15pm.....Captives 101

- **Description:** For many of us these days, insurance is the first or second largest line item on the expense side of our P&L, and there often seems little we can do about it. One solution many fleet owners are turning to is Captive Insurance Programs to control their expenses, and, hopefully reap the rewards of a good loss control program. Those just starting to dip their toes in the captive pool often find it very confusing, and downright daunting. Is it a member owned or rented program, and does it matter? Retentions, risk sharing allocations, loss fund balance, collateral, and loss reserves are just some of the many terms you need to familiarize yourself with before you can decide if a captive insurance, and more specifically which captive insurance program, is right for your business. Come hear a panel comprised of insurance experts and TTA provider members already in captive programs as they walk you through the ABC’s of captive insurance programs. At the end of the session, you’ll be well equipped to dip your toes in to the captive waters.





2:30pm – 3:45pmOpening General Session
 4:00pm – 7:00pm.....Grand Opening of Expo Hall
 4:30pm - 6:00pm.....Reception in Exhibit Hall
 7:05pm.....Expo Hall Closed

WEDNESDAY, OCTOBER 2

9:00am – 5:00pm.....Registration Desk Open

9:00am – 9:30am.....Continental Breakfast for Learning Labs

9:30am – 10:30am.....Expanding Your Service Lines & Knowing What You Don't Know, But Need to Know

- **Description:** These days IYKYK (If You Know, You Know) is a popular initialism, however, as we all seek to expand our business lines into new offerings, you can find it quite expensive if you don't know what you don't know! Many operators are seeing the opportunities of doing NEMT contract work in areas such as Medicaid, Medicare Advantage, and private pay trips. As you enter into this market, you need to be familiar with many new terms and requirements, HIPAA, FWA, credentialing, brokers, to name a few. Not knowing the rules or requirements associated with each of these can be quite costly to the uneducated. We have assembled a panel of individuals with extensive experience working in the NEMT arena to help fill your knowledge gaps.

10:45am – 11:45am.....Third set concurrent Learning Labs

- **Technology Track:** Staying Compliant on HIPAA
 - **Description:** Transforming your taxi operation into an NEMT operation is not as easy as getting new accounts. Learn how to navigate the complex healthcare industry in this session.
- **Loss Control Track:** Driver Onboarding for Student Transportation
 - **Description:** This session will review how to effectively onboard drivers to safety, and effectively transport students. From risk management of driving minors to student connectivity, this session will cover industry best practices that should help meet and possibly exceed varying state requirements.
- **Operations Track:** A Level Playing Field at Airports
 - **Description:** Most airports have a limited amount of real estate when it comes to curbs. They battle with special interest from all transportation modes and companies. In the end, it is the airport's responsibility to offer the traveling public safe, reliable, and available transportation options. Each transportation mode has its advantages and disadvantages, and each has a following. All modes are good but no one single mode is good for all travelers. Join us as we review the results from a survey distributed by the Luxury & Marketing committee and discuss what makes the most sense for all regarding curb allocation.





- 11:45am – 2:00pm.....Expo Hall Open
- 11.45am – 1:30pm.....Lunch in Expo Hall
- 2:00pm.....Expo Hall Closed for 2024
- 2:00pm – 6:30pm.....Exhibit Take Down (*hall closed to all except exhibitors*)
- 2:00pm – 3:00pm.....Closing General Session
- 3:15pm – 4:15pm.....Fourth set of concurrent Learning Labs
- **Technology Track:** Top 20 Questions Transportation Providers Should Ask When Looking at New Technology
 - **Description:** When NEMT transporters are looking for technology (Telematics, Cameras, Phones, Billing, Dispatching/Routing, Payroll, and Tablets/Hardware) for their operations they may not know the best questions to ask to ensure that they pick what’s best for their specific needs. Come and be a part of the conversation to discuss the top 20 questions to ask both yourself and potential partners/vendors when evaluating technology.
- **Loss Control Track:** Driver Onboarding for NEMT Contracts
 - **Description:** What are the necessary credentialing and training for drivers? Customer Service and Defensive Driving are training sessions all for-hire operations will have in place, but as you branch out into NEMT transportation there is so much your drivers and operations people need to understand.
- **Operations Track:** Managing Parent Communication
 - **Description:** One of the most important aspects of student transportation is managing parent communication. From maintaining a proactive line of communication, and managing complaints, to handling an incident or emergency, providers and their drivers must be able to effectively communicate to all the appropriate stakeholders, be mindful of HIPAA, and even media management.
- 6:30pm.....Convention Adjourned

