



## Preliminary Agenda\* as of 10-24-16

### Monday, October 31, 2016

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| 7:00 a.m.            | <b>Golf Tournament Bus Departs from Hotel</b>                                                                                                                                                                                                                                                                                                                                    |
| 8:00 a.m.-2:30 p.m.  | <b>TLPF Annual Golf Tournament</b> (separate fee)<br><i>Golf Tournament sponsored by Atlas Financial Holdings</i>                                                                                                                                                                                                                                                                |
| 1:00 p.m.-4:00 p.m.  | <b>Vehicles Move into Exhibit Hall</b> (hall closed to operators)                                                                                                                                                                                                                                                                                                                |
| 2:00 p.m.-6:00 p.m.  | <b>TLPA Registration Desk Open</b><br><i>TLPA Registration Desk sponsored by iCabbi</i><br><i>Convention Bags sponsored by iCabbi</i><br><i>General Session Audio Visual sponsored by Autocab USA</i><br><i>Name Badge Holders sponsored by CMT Group</i><br><i>Pocket Agendas sponsored by iCars</i><br><i>Room Key Cards sponsored by American Business Insurance Services</i> |
| 4:00 p.m.-5:30 p.m.  | <b>Taxicab Committee Meetings</b> (open to registrants)<br><i>Refreshments sponsored by Autocab USA</i>                                                                                                                                                                                                                                                                          |
| 4:00 p.m.-5:30 p.m.  | <b>Paratransit Committee Meetings</b> (open to registrants)<br><i>Refreshments sponsored by Autocab USA</i>                                                                                                                                                                                                                                                                      |
| 8:00 p.m.-10:00 p.m. | <b>TLPA Convention Kick-Off Party &amp; TLPF Golf Awards</b> (separate fee)<br><i>Party Sponsored by MTData &amp; Golf Awards Sponsored by Atlas Financial Holdings</i>                                                                                                                                                                                                          |

### Tuesday, November 1, 2016

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|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7:00 a.m.-3:00 p.m.    | <b>Display Space Set-Up by Exhibitors</b> (hall closed to operators)                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 8:30 a.m.-7:00 p.m.    | <b>TLPA Registration Desk Open</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 9:00 a.m.-10:30 a.m.   | <b>TLPF Board Meeting &amp; Breakfast</b> (closed)<br><i>Breakfast sponsored by Autocab USA</i>                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 9:10 a.m.-11:30 a.m.   | <b>Operator Tour by Total Transit</b> (must be registered in advance)                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 11:45 a.m.-12:45 p.m.  | <b>New Member Welcome, Orientation and Lunch</b> (by invitation only)<br><i>Lunch sponsored by Autocab USA</i>                                                                                                                                                                                                                                                                                                                                                                                                      |
| 12:00 p.m. - 4:30 p.m. | <b>Videotaping/Interviews for Foundation History Project</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 1:00 p.m.-1:45 p.m.    | <b>1st Set of 6 Discussion Groups</b><br><ol style="list-style-type: none"> <li>1) Latest Taxi Service Marketing/Rebranding Programs</li> <li>2) Effective Limousine Driver Recruitment &amp; Retention</li> <li>3) Competing with TNCs for Paratransit and NEMT Business</li> <li>4) Ask the TLPA President and President-Elect</li> <li>5) TLPA's PR Team: TNC Response &amp; New Fleet Forward Program</li> <li>6) Women in Transportation Committee Open Meeting</li> </ol>                                     |
| 1:55 p.m.-2:40 p.m.    | <b>2nd Set of 6 Discussion Groups</b><br><ol style="list-style-type: none"> <li>1) What North American Taxi Operators Need to Know from European Operators</li> <li>2) New Alternatives for Paratransit Business Models</li> <li>3) Cutting-Edge Trends for Paratransit In-Vehicle Technology</li> <li>4) Effective Taxicab Driver Recruitment &amp; Retention Strategies</li> <li>5) Fighting Back Against TNCs by Premier Sponsor Autocab USA</li> <li>6) Limousine &amp; Sedan Committee Open Meeting</li> </ol> |
| 2:50 p.m.-3:35 p.m.    | <b>3rd Set of 6 Discussion Groups</b><br><ol style="list-style-type: none"> <li>1) Outsourcing Call Centers—Operator Views</li> <li>2) Winning Strategies for Marketing Livery Services</li> <li>3) Updates on TLPF's Transportation On Patrol (TOP) Program</li> <li>4) Successful Practices in Paratransit Driver Training</li> <li>5) The Future of the Taxi Industry by Premier Sponsor iCabbi</li> <li>6) Canadian Taxi Association Open Meeting</li> </ol>                                                    |
| 3:45 p.m.-5:05 p.m.    | <b>Opening General Session</b><br><ul style="list-style-type: none"> <li>• Year-in-Review Speech by Dwight Kines, TLPA President</li> <li>• Operator of the Year Awards</li> <li>• TNCs Seeking Federal Legislation by Paul Miller, TLPA Legislative Counsel</li> <li>• IATR Update by Matthew Daus, IATR President</li> </ul>                                                                                                                                                                                      |
| 5:15 p.m.-7:30 p.m.    | <b>Exhibit Hall Open</b><br><i>Bottled Water sponsored by iCabbi</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 5:15 p.m.-6:30 p.m.    | <b>Exhibit Grand Opening Reception</b><br><i>Open Bar sponsored by BB&amp;T – John Burnham Insurance Services</i>                                                                                                                                                                                                                                                                                                                                                                                                   |
| 7:30 p.m.              | <b>Exhibit Hall Closed for the Day</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 7:40 p.m.-9:45 p.m.    | <b>Networking Dinner Hosted by the Women in Transportation Committee</b> (separate fee)<br><i>Dinner sponsored by The Black Car Fund</i>                                                                                                                                                                                                                                                                                                                                                                            |



## **TLPA 98<sup>th</sup> Annual Convention & Trade Show**

Hyatt Regency / Phoenix Convention Center  
Phoenix, AZ, October 31-November 4, 2016

#FleetForward

### Preliminary Agenda\* (Continued)

#### Wednesday, November 2, 2016

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|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7:30 a.m.-4:30 p.m.   | <b>TLPA Registration Desk Open</b>                                                                                                                                                                                                                                                                             |
| 8:00 a.m.-8:45 a.m.   | <b>TLPA Annual Business Meeting</b> with Breakfase (TLPA members only)                                                                                                                                                                                                                                         |
| 9:00 a.m.-4:00 p.m.   | <b>Videotaping/Interviews for Foundation History Project</b>                                                                                                                                                                                                                                                   |
| 9:00 a.m.-10:00 a.m.  | <b>1st Set of 4 Concurrent Breakout Sessions</b>                                                                                                                                                                                                                                                               |
|                       | <ul style="list-style-type: none"> <li>1) Changing with the Times: Taxicab Service Delivery Model Updates</li> <li>2) New TNC Duty of Care Risk Report for Limousine Operator Clients</li> <li>3) Diversity and Overcoming Unconscious Bias</li> <li>4) Intro to Social Media—What You Need to Know</li> </ul> |
| 10:10 a.m.-11:10 a.m. | <b>2nd Set of 4 Concurrent Breakout Sessions</b>                                                                                                                                                                                                                                                               |
|                       | <ul style="list-style-type: none"> <li>1) Takeaways from the Int'l Conf. on Demand Responsive Transportation</li> <li>2) Effective Livery Responses to TNCs</li> <li>3) Connected Vehicle Technologies Update</li> <li>4) Advanced Social Media—Targeting, Analytics &amp; More</li> </ul>                     |
| 11:20 a.m.-12:25 p.m. | <b>Second General Session</b>                                                                                                                                                                                                                                                                                  |
|                       | <ul style="list-style-type: none"> <li>• Newly Elected TLPA President Bill Scalzi's Inaugural Address</li> <li>• Driver of the Year Award Presentations</li> <li>• TLPA's New National Member Marketing Program</li> </ul>                                                                                     |
| 12:30 p.m.-5:30 p.m.  | <b>Exhibit Hall Open</b>                                                                                                                                                                                                                                                                                       |
| 12:30 p.m.-2:00 p.m.  | <b>Lunch in the Exhibit Hall</b>                                                                                                                                                                                                                                                                               |
| 12:35 p.m.-2:00 p.m.  | <b>Past Presidents' Meeting &amp; Lunch</b> (closed)                                                                                                                                                                                                                                                           |
|                       | <i>Lunch sponsored by DeltaWing Technology Group</i>                                                                                                                                                                                                                                                           |
| 4:00 p.m.-5:00 p.m.   | <b>Member Appreciation Reception in the Exhibit Hall</b>                                                                                                                                                                                                                                                       |
|                       | <i>Open Bar sponsored by iCars</i>                                                                                                                                                                                                                                                                             |
|                       | <i>Snacks sponsored by Autocab USA</i>                                                                                                                                                                                                                                                                         |
| 6:30 p.m.-7:30 p.m.   | <b>President's Private Reception</b> (by invitation only)                                                                                                                                                                                                                                                      |
|                       | <i>Reception sponsored by CMT Group</i>                                                                                                                                                                                                                                                                        |

#### Thursday, November 3, 2016

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| 8:30 a.m.-3:00 p.m.  | <b>TLPA Registration Desk Open</b>                                                                                                                                                                                                                                  |
| 8:45 a.m.-11:30 a.m. | <b>Exhibit Hall Open</b>                                                                                                                                                                                                                                            |
| 8:45 a.m.-9:45 a.m.  | <b>Hot Breakfast in Exhibit Hall</b>                                                                                                                                                                                                                                |
| 9:40 a.m.            | Drawings for \$1,200 in cash (\$400 to 3 TLPA member operators present)                                                                                                                                                                                             |
| 11:15 a.m.           | Drawings for \$1,200 in cash (\$400 to 3 TLPA member operators present)                                                                                                                                                                                             |
| 11:30 a.m.           | <b>Trade Show Closes</b>                                                                                                                                                                                                                                            |
| 11:30 a.m.-1:15 p.m. | <b>Lunch on Your Own</b>                                                                                                                                                                                                                                            |
| 11:40 a.m.-1:15 p.m. | <b>TLPA Board Meeting &amp; Lunch</b> (closed)                                                                                                                                                                                                                      |
|                      | <i>Lunch sponsored by iCars</i>                                                                                                                                                                                                                                     |
| 1:30 p.m.-2:45 p.m.  | <b>Third General Session</b>                                                                                                                                                                                                                                        |
|                      | <ul style="list-style-type: none"> <li>• TLPF Report &amp; Scholarship Presentation</li> <li>• Lifetime Achievement Award Presentation</li> <li>• Keynote: Match Your App Technology to Your Business Strategy</li> </ul>                                           |
|                      | <i>Keynote sponsored by the Taxicab, Limousine &amp; Paratransit Foundation</i>                                                                                                                                                                                     |
| 2:55 p.m.-4:00 p.m.  | <b>Three Concurrent Breakouts</b>                                                                                                                                                                                                                                   |
|                      | <ul style="list-style-type: none"> <li>1) Selecting Your Taxicab Fleet's Business Model and App Strategy</li> <li>2) Developing a Dynamic Paratransit Safety Program</li> <li>3) Case Study on Rebranding and Q&amp;A on TLPA National Marketing Program</li> </ul> |
| 6:45 p.m.-10:00 p.m. | <b>Closing Banquet</b> (separate fee)                                                                                                                                                                                                                               |
|                      | <ul style="list-style-type: none"> <li>• Reception &amp; Silent Auction</li> <li>• Dinner</li> </ul>                                                                                                                                                                |
|                      | <i>Open Bar and Dinner Wine sponsored by Verifone</i>                                                                                                                                                                                                               |
|                      | <ul style="list-style-type: none"> <li>• Entertainment: Mark Eddie, Comedy That Rocks</li> <li>• Convention Adjourns</li> </ul>                                                                                                                                     |

\*Agenda is subject to change without notice.