

TLPA Spring Conference & Expo (Tentative Agenda)

May 7–10, 2008

Hyatt Regency Crown Center, Kansas City, Missouri

Wednesday, May 7

- 9:00 a.m. – 11:00 a.m. Accessible Taxicab Committee Closed Meeting
- 11:30 a.m. – 1:30 p.m. Foundation Board Closed Meeting
- 1:00 p.m. – 7:00 p.m. Registration Desk Open
Registration Bags *Sponsored by Liberty Motor Co.*
Name Badge Holders *Sponsored by Digital Dispatch Systems*
- 1:00 p.m. – 5:00 p.m. Exhibitor Setup
- 2:30 p.m. – 5:30 p.m. Taxicab Steering Committee Open Meeting
- 2:30 p.m. – 5:30 p.m. Paratransit & Contracting Steering Committee Open Meeting
- 6:00 p.m. – 8:00 p.m. **Opening Cocktail Reception: Exhibits Open**

Thursday, May 8

- 8:30 a.m. – 9:45 a.m. **Buffet Breakfast: Exhibits Open**
- 10:00 a.m. – 11:00 a.m. Three Concurrent Sessions
- A) Roundtable—Open Discussion
 - Managing an Ethnically Diverse Work Force
 - B) Breakout Session—Panel Presentation with Q & A
 - Status of Transportation Planning & Coordination in Region 7
 - C) Breakout Session—Presentation followed by Open Discussion
 - Review of Basic Customer Service Principles
- 11:10 a.m. – 12:10 p.m. Three Concurrent Sessions
- A) Roundtable — Open Discussion
 - Strategies for Getting Contractor Drivers to Improve Customer Service
 - B) Breakout Session — Panel Presentation with Q & A
 - The Medicare Non-Emergency Transportation Gap
 - C) Breakout Session — Presentation followed by Open Discussion
 - How to Handle a Customer Complaint
- 12:15 p.m. – 3:00 p.m. **Buffet Lunch: Exhibits Open** – Buffet open until 1:30 p.m.
- 1:00 p.m. – 3:00 p.m. Limousine & Sedan Steering Committee Open Meeting
- 3:00 p.m. – 5:00 p.m. Exhibits Closed for Take Down
- 3:10 p.m. – 5:15 p.m. General Session
- Nominating Committee Open Meeting
 - Kansas City's Certified Tourism Ambassador Program
 - TLPA/FTA Technical Assistance Program for Private Operators
Conveying Your Company's Value to Public Entities
- 6:30 p.m. Buses depart for The College Basketball Experience
- 6:30 p.m. – 9:30 p.m. **The College Basketball Experience at the Sprint Center (optional ticketed event)**
(Includes entertainment, dinner, drinks and fun)
Co-sponsored by the Checker and Kansas City Transportation Groups

Friday, May 9

- 8:15 a.m. – 9:25 a.m. Board of Directors Closed Meeting with breakfast
- 9:30 a.m. – Noon Board of Directors Open Meeting
- TLPA Strategic Plan Briefing
 - Legislative & Policy Actions
 - Future Meeting Site Selection
- Noon – 1:15 p.m. Lunch on Your Own
- 1:25 p.m. – 4:00 p.m. **Tour of Two Host Transportation Companies**
- *Sponsored by Checker Transportation Group*
 - *Sponsored by Kansas City Transportation Group*
- 4:00 p.m. Conference Adjourns

Saturday, May 10

- 11:00 a.m. Checkout Time