

2021 Annual Convention & Expo Preliminary Agenda (as of 9.27.21)

Thursday, October 14, 2021

4:00 p.m. Hotel Check-in Time for TTA Convention Participants

Friday, October 15, 2021

- 8:30 a.m. – 9:45 a.m. Foundation Board Meeting & Breakfast
- 10:00 a.m. – 12:30 p.m. TTA Board Meeting & Lunch
Lunch Sponsored by Autocab
- 9:00 a.m. – 7:00 p.m. TTA Registration Desk Open
Registration Bags & Lanyards Sponsored by Autocab
- 9:15 a.m. – 10:15 a.m. Inside Track Networking Workshop on NEMT Service Issues
- 10:30 a.m. – 11:30 a.m. Inside Track Networking Workshop on Dispatching Issues
- 1:00 p.m. – 2:15 p.m. Opening General Session
- As the Phoenix Rises, from Ashes to Hope! by Nick Cambas, TTA President
 - Next Level Driver Recruiting is the New Standard
 - Next Level Evolution is Required by Bill George, CEO of zTrip; Andrew Meyers, CEO of Kaptyn, & Matthew Daus, President of IATR and Partner at Windels Marx
- 2:30 p.m. – 3:25 p.m. Opening set of 3 Learning Labs
- 1) Winning NEMT: Driver Certification & Company Accreditation
 - 2) Prioritizing Pickups: Balancing Supply and Demand to Your Advantage
 - 3) Get Your Business Back in Gear with PR and Social Media
- 3:30 p.m. – 7:15 p.m. Exhibit Hall Grand Opening Reception
Open Bar Sponsored by Paratransit Insurance Co.

Saturday, October 16, 2021

- 8:30 a.m. – 5:00 p.m. TTA Registration Desk Open
- 8:30 a.m. – 9:30 a.m. Continental Breakfast
- 9:00 a.m. – 10:30 a.m. Second General Session
- "Pepsi, No Coke" Won't Work Anymore – DIVERSIFY
 - Congress, TTA & Your Business by Paul Miller, TTA Legislative Counsel
 - How Your TTA Membership More Than Pays for Itself
 - Annual Business Meeting: Budget & Elections
 - A Tribute to the Great Leaders of Our Industry
- 10:40 a.m. – 11:40 a.m. Second set of 3 Learning Lab
- 1) NEMT is Big Business
 - 2) Learn from the Masters -- TTA Past Presidents
 - 3) How Taxis Can Be at the Center of Future Mobility
- 11:45 a.m. – 12:30 p.m. Lunch in Expo Hall
- 11:45 a.m. – 3:00 p.m. Expo Hall Open
- 3:00 p.m. – 7:00 p.m. Exhibit Take Down (hall closed to all except exhibitors)
- 3:10 p.m. – 4:00 p.m. Closing General Session
- Our Recovery Path Going Forward by Judy Potter, New TTA President
 - Safety Pays!
- 4:10 p.m. – 5:00 p.m. Closing set of 3 Learning Labs
- 1) Data Rules! What Are Your KPIs?
 - 2) Inflation: What To Do When \$15 Per Hour Sounds Cheap
 - 3) Considerations & Options for Outsourcing Your Call Center
- 5:15 p.m. – 6:45 p.m. TLPF Special Event (ticketed event)
- Honor and Meet with TLPF & TTA Past Presidents
- 6:45 p.m. Convention Adjourned

Sunday, October 17, 2021

11:00 a.m. Hotel Check-out Time – have a safe trip home

2021 Expo Set-up Preliminary Agenda (as of 8.16.21)

Friday, October 15, 2021

- 7:30am – 9:30 a.m. Move In Vehicles to the Exhibit Hall*
- 10:00am – 3:00 p.m. Exhibitor Booth Set-up**

* Vehicles should plan to be available late afternoon October 14 as the availability of the expo space the day prior is contingent on another group's move-out. We will notify all exhibitors of any updates to the set-up timing.

**Decorator will work with larger booths needing more time to set to gain access earlier.