

Conference Agenda

Last updated July 11, 2016

MONDAY, JULY 18, 2016

5:00 pm to 7:00 pm	Registration	Second Floor
7:00 pm to 9:00 pm	Reception	Rossetti Room

TUESDAY, JULY 19, 2016

7:15 am to 8:00 am	Board of Directors Meeting By invitation ONLY	
7.30 am to 9:30 am	Breakfast Sponsored by CellWand	
7.30 am to 9:30 am	Registration	Rossetti Room
9:30 am to 10:30 am	Presentation: Taxis from coast to coast to coast	Rossetti Room
10:30 am to 10:45 am	Break	
10:45 am to 11:45 am	Presentation: Insurance and Taxis Speaker: <i>Philomena Comerford, Baird & MacGregor</i>	Rossetti Room
12:00 pm to 1:45 pm	Lunch with <i>Jim Karygiannis</i> Sponsored by eCab	
2:00 pm to 3:00 pm	Presentation: Canadian Legal Overview Speaker: <i>Hon. Harvey Spiegel Q.C.</i>	Rossetti Room
3:00 pm to 3:15 pm	Break	
3:15 pm to 4:15 pm	Presentation: Customer experience across the globe Speaker: <i>Gilles Gomis, eCab</i>	Rossetti Room
4:15 pm to 4.30 pm	Break	
4.45 pm to 5.30 pm	Presentation: Customer Service, Best Practices Speaker: <i>Sussex Strategy Group</i>	Rossetti Room