



2009 TLPA President Promises to: Work Hard! Play Hard!



TLPA President, Rick Hewatt

What a great convention we had in Tampa! During our Opening General Session TLPA welcomed a lively discussion between Congressman Jerry Costello (D-IL) & Congressman John Duncan (R-TN) regarding their perspectives on the New Freedom act. During our keynote speaker's presentation, Shep Hyken spoke on *Moments of Magic*, key business tips on how to excel in customer service.

Our Trade Show was a big hit this year. The breakout sessions and round table discussions were outstanding and the events were even better. This was the 8th largest convention we have ever had in TLPA's 90 year history. Past President Brian Hunt did a great job this past year, but after Tampa it becomes my turn. If you were not at the convention, I'd

like to announce to you my theme for this year: "Work Hard! Play Hard!"

We have a lot to accomplish in the next twelve months regarding our strategic plan directives and our legislative agenda. The legislative agenda is sure to be challenging, considering I am a new President coming to office. So, the "Work Hard" portion of my theme will certainly come in to play, but I assure you I am up for the task! We will have our first committee meetings in Atlanta in December and an executive committee meeting early in January so the hard work starts now! For those of you who have worked with me in the past, you know that wherever there is hard work, the play hard part is not far behind.

We have what I think will be the most exciting line up of meetings and events I have ever seen: New York, Ireland, and Las Vegas. I am going to make sure after the work is done that we have some fun. You don't want to



President Hewatt plays with an alligator after the work is done at our Annual Banquet held in the Florida Aquarium in Tampa on the last evening of the Convention.

miss any of the action, as this year promises to be one of the most productive and most fun of any in our history. You can rest assured I am on the job and guarantee an informative and good time, for all!

I know a lot of us are experiencing slow times with the recent economic downturn that our great country has experienced, but don't get down. Focus on hard work and service

which is what made us successful. We can heed the storm and come out looking good! Don't forget to stick to the basics of your operation and don't get negative. Stay positive and stick to the things you know and I believe we all will be fine. Remember a basic business principle "When your income is jeopardized adjust your overhead without sacrificing service or quality".

See you in New York,

Richard C. Hewatt
TLPA President

The Taxicab, Limousine & Paratransit Association represents taxicab, limousine, sedan, airport shuttle, paratransit, Medicaid, & non-emergency medical fleets worldwide.

TLPA President: Rick Hewatt;
President-Elect: Victor Dizengoff;
CEO: Alfred LaGasse;
Executive Vice President: Harold Morgan;
Director of Meetings: Debra LaGasse;
Manager of Communications: Leah New;
Office Assistant: Ayesha Plaskett

©2009 TLPA,
3200 Tower Oaks Blvd., Suite 220,
Rockville, MD 20852;
Tel.: (301) 984-5700; Fax: (301) 984-5703;
e-mail: info@tlpa.org; URL: www.tlpa.org

Save the Dates for 2009!

Spring Conference & Expo

Grand Hyatt New York
New York, New York
March 26-29, 2009

Mid-Year International Leadership Conference

The Radisson SAS Royal Hotel
Dublin, Ireland
July 15-18, 2009

91st Annual Convention & Trade Show

Caesars Palace
Las Vegas, Nevada
October 4-7, 2009