



**New
England
Livery
Association**

A unified voice for the livery industry of New England

A Livery Affair

Fall 2009

Holiday Dinner Dec 8

Holiday Meeting

Wachusett Country Club

187 Prospect Street, W.Boylston MA

www.wachusettcc.com

Tuesday December 8

6:00PM Cocktail Hour, Cash Bar

7:00PM Dinner

7:45PM Presentations

8:00PM Dancing

Enjoy a festive evening of camaraderie, networking and holiday merriment. Dinner and dancing with music provided by a DJ is the bill of fare.

Bring along your staff, spouses and friends to celebrate the season at this fantastic venue!

\$35pp

Non-Members Welcome

RSVP NELA Office

866.736.6352

Space is limited



Dinner co-sponsored by

LANCER
INSURANCE
The Difference is Our Attitude.



Herlihy
INSURANCE GROUP

Cocktail Hour sponsored by

The HUDSON
Group



Allied Technologies, Inc.

Your Automotive Appearance Professionals!
99 Washington Street, Melrose, MA 02176



Proudly distributing the finest automotive appearance products & equipment to New England's transportation industry since 1949!

**Car Wash Soaps
Polishes & Waxes
Towels & Wipers**

**Wheel Cleaners
Air Fresheners
Brushes**

**Interior Cleaners
Dressings
Specialty Items**

Professional Service & Advice for Over 58 Years!

Free Delivery!

1-800-662-0321

Check us out at

www.detailingproducts.com

Inside this issue:

Airport Updates 4-5

ARC Money 5

Technology Corner 6

LCT East Review 6

Distracted Driving 7

Renewing Members 7

"Drop the last year into the silent limbo of the past. Let it go, for it was imperfect, and be thankful that it can go."

~Brooks Atkinson

NELA Board of Directors

- Michael Pazzaneze, *President*
- Eric Anderson, *1st Vice President*
- Brian Tardiff, *2nd Vice President*
- Michael Callahan, *Secretary*
- Steven Thibodeau, *Treasurer*

- Larry White
Immediate Past President
- Lawrence Willwerth
1st Past President
- Tina Benson, *Director*
- Chris Justice, *Director*
- Don Libby, *Director*
- Mark Mollica, *Director*
- John Olinger, *Director*
- Eric Tonkonogy, *Director*
- Bill Walch, *Director*
- David White, *Director*
- Steve Crispo, *Affiliate Director*
- Rick Szilagyi, *Executive Director*

Visit our web site for contact info.

2009/2010 Calendar

Board Meetings

- Jan 12 Embassy Suites, Logan Airport
- Feb 9 Embassy Suites, Logan Airport
- Mar 2 Location TBD
- Apr 13 Location TBD
- May 11 Location TBD
- Jun 22 Location TBD
- Jul 13 Location TBD
- Aug 10 Location TBD

Membership Meetings

Dec 8
Wachusett CC, W.Boylston MA

*Dinner co-sponsored by
Herlihy Insurance Group
Lancer Insurance Company*

*Cocktail Hour sponsored by
The Hudson Group*

Mar 9
Location TBD

Annual Events

- Jan 25 - 27
LCT International
Venetian and Palazzo, Las Vegas NV
www.lctshow.com
- Apr 19 - 22
TLPA Spring Conference & Expo
Doubletree Guest Suites, Charleston SC
www.tlpa.org

Newsletter Ad Rates

\$500.00 Insert	\$150.00 Quarter Page
\$750.00 Back Cover	\$ 75.00 Business Card
\$400.00 Full Page	\$ 25.00 Classified
\$250.00 Half Page	

Winter Issue mail date - Feb 11, 2010

NELA Office

P.O. Box 842, Durham NH 03824
 Voice: 866.736.NELA(6352) • Fax: 866.616.NELA(6352)
 Email: info@nelivery.org • Web Site: www.nelivery.org

from the Executive Director's desk

Dear Members of the NELA,



Rick Szilagyi

The NELA continues to work on legislative and regulatory matters in Massachusetts, Connecticut, Rhode Island and New Hampshire. Projects in this regard are not completed quickly, with individual issues often taking years. Last week, I alerted Massachusetts members in a broadcast email, that we would soon send them a survey so they can communicate back to us their opinion on a direction relative to legislation and regulation in their state.

We plan to have that survey out on December 9th, and need all of our MA operators to respond.

Opinions vary widely on what is the most important benefit that a trade association can provide to its members and the industry it represents. Some feel it is purely in the area of regulation and legislation. Others feel that it is in the area of education. And still others feel that it is in the area of providing opportunities to meet others in the industry. Your Board of Directors is focused on three broad areas: advocacy of your business and the industry; increasing

our members' awareness, to include communication and education; and serving as the conduit for the community that is our industry... operators, vendors and regulators. We look forward to refining our work in these three areas in 2010. The Board and its committees will work on the following: reducing your operating costs through better pricing on products and services; creating new educational seminars; continuing our legislative and regulatory work; and continue to provide you with opportunities to meet with others in our industry.

We continue to hear more positive comments about business rebounding. It will still be a long road back, but as Jon Luther, Executive Chairman of the Board for Dunkin' Brands said during his keynote presentation at LCT East, a head wind does not stop you, it just slows you down. We look forward to seeing all of you at our Holiday Meeting on December 8th, which will be focused more on socializing than on business. Bring your staff and make it your company's holiday party. Catch-up with old friends and make new ones. Let's say good-bye to the challenges of 2009, and together welcome the opportunities of 2010.

Best wishes to you during this holiday season, and thank you for your continued support of the NELA,

Rick Szilagyi

Executive Director

*Best wishes for a happy holiday season
and a new year ... better than last.*

CONGRATULATIONS to NELA members

MARK MOLICA
of **Black Tie Limousine** for being one of three finalists in the country for the **Large Operator of the Year Award** at this year's **Limo Digest Show!**

GEORGIANNA & BRION SVENSON
of **Four Star Limousine** for winning the **2009 Limo Digest Show Small Operator of the Year!**

JOHN GREENE
of **ETS International** for winning the **Community Service Award** at the **2009 Limo Digest Show!**

from the Member Benefits Committee

By Brian Tardiff of Early's Custom Limousine

One of our goals for our spring Quarterly Meeting will be to have an educational seminar. The seminar will likely be on QuickBooks and/or Constant Contact. We would really appreciate any feedback along these lines. We are always asking for feedback from our members, but receive little.

We are always looking for Affiliate Members. Maybe you have a person you deal with who may like to join the association, and make themselves available to help our members. If you do, please send us their name and contact info so we may call and see if they would like to join our association.

We also have our Holiday Meeting coming up on December 8th. Come share the holiday with other members and bring a non-member that you know, thereby helping us to build our association.

TF Green Update

Bradley Airport Update

from Bill Blair, Rhode Island Airport Corporation

November 10, 2009

Many good changes are happening at TF Green.

Transactions:

- Enhanced signage has been installed in the Ground Transportations Lot located in Short Term, in an effort to prevent the public from parking in the restricted area. RIAC continues to monitor and will make additional changes as necessary.
- Construction related to the Intermodal Skywalk will be winding down in early 2010, and the Short Term Lot will return back to normal as surface parking facility. The Intermodal is on schedule with a planned opening date of Sept 2010.
- Short Term Lot D, installation of the New Parking Revenue Control System (PARCS) is in progress, License Plate Recognition (LPR) islands have been installed at the exit plaza and are about to be installed at the Entrance Plaza and the "Ground Transportation's Express Exit Lane." The lot's exit plaza will have a total of five Express Pay-in-Lanes, three manned lanes and all lanes will be equipped with Proximity Readers. The Ground Transportation's Express Exit Lane will be equipped with credit card Express Pay-in-Lane to include a Proximity Reader. This will allow Limousines to avoid the Exit Plaza if they choose.
- Early 2010, users (limousines) of the Ground Transportation Lot will be offered Proximity Cards which will automatically bill the user's credit card on file, allowing Limousine drivers to wave a Proximity Card in front of any reader to enter and/or exit the Short Term Lot.
- The new PARCS system also include Transponder Readers which will be installed on the Airport Campus Roadway for tracking commercial vehicles and allow the Airport future tracking options for other ground transportation vehicles.

- Passenger statistics for September 2009 were down by 3.18% as compared to September 2008. Cumulative passenger statistics through September 2009 were also down 10.04%.
- The fares from the taxi queue line were down 18.15% in October 2009 as compared to October 2008.

Ground Transportation Business Report:

- Perimeter Road reconstruction project is moving along as planned. Light Lane in front of Hertz RAC has been repaved. One lane of Perimeter Road has been closed off in order to repair the road as well as the other roads nearby. DOT will begin repairing Light Lane at North Street and will continue down to Firehouse Road starting next Monday.
- The horizontal well remediation project has been completed on the landside (the tunnel in Terminal A) and they are now working on the airside.
- The Terminal B Taxi Counter signs have been installed. American Airlines will be moving to Terminal A shortly after January 1st, 2010.
- Relative to the congestion on the inner curb, the possibility of having the RAC shuttles serve both levels and the importance of having enforcement officers on the curb to move along traffic, has been discussed.

Ground Transportation & Taxi Coordinator – Business Report:

- There are several shuttle buses from both RAC and Valet industries idling for long periods of time alongside the inner curb. The shuttle buses are also parking in R & G's designated spot making it hard for the R & G buses to pull up to the curb.

Other Business Reports:

- Most taxicab inspections have been put on hold, and many calls are received from distraught taxicab drivers complaining about illegal fares, etc. None of these upset drivers have sent in any written complaints so no actions have been taken. Since the taxi business is slow, taxicab drivers are now watching each other under a microscope and are complaining about anything and everything.
- More shuttle buses tend to idle alongside the curb when Murphy Security and/or TSA are not around.

Security:

- Same security rules remain in effect. No vehicles allowed left unattended at curbside. Load and go operations in tunnels for authorized, permitted vehicles only.
- All vehicles are subject to inspection.

Best wishes for this holiday season!



CONGRATULATIONS
to the Luxury Base Operators
Association (LBOA) for receiving the
award for "Association of the Year" at
the 2009 Limo Digest Show.

Changes to Check-In for Delta at JFK

Effective December 1, 2009, terminal check-in changes at JFK for those flying with Delta are noted below.

Terminal 2

- International BusinessElite & Domestic First Class including New York – Los Angeles, San Francisco and London-Heathrow
- Medallion Level SkyMiles travelers
- SkyTeam Elite and SkyTeam Elite Plus travelers

Terminal 3

- All other departures except those indicated for Terminal 2 and Terminal 4.

Terminal 4

International BusinessElite and Economy Class to the following destinations only.

- Amsterdam
- Germany (Frankfurt, Berlin)
- Jamaica (Montego Bay, Kingston)
- Tokyo

These changes are also posted on www.delta.com, Traveling & Check-In > Airport Information

Midwest Airlines move at Logan

from Ed Rizo, Supervisor, Transportation Operations
Massachusetts Port Authority

On Tuesday December 8, 2009 Midwest Airlines will be moving from Terminal C and begin operating at Terminal B-1, next to US Air.

Do you qualify for ARC money?

By Eric Anderson of Essex Limousine

Considering the economy, you may want to see if you can qualify for this program available to small businesses. The program is available through the SBA, and you can learn more about it by visiting www.sba.gov. Once there, click on "ARC Loans". Basically, the program allows up to \$35K for debt relief. Not all can qualify but it may be worth a review.

DTS-L
six-inch stretch

The DTS-L by Royale is an uncompromised extension to the world class Cadillac DTS. Royale manufactures the DTS-L by extending the chassis for increased interior space and added comfort. The chassis and rear doors are extended by six inches for ease of entry and exit as well as offering nearly fifteen percent more rear leg room than the standard DTS. This combination produces an unmatched level of comfort and luxury in a highly sophisticated package. By adding some of Royale's tailored amenities you can turn your DTS-L into your personal mobile workspace.

See the complete Cadillac DTS line-up at our
Corporate showroom in Haverhill, MA.
Hand-Built by Royale Where Craftsmanship Counts.

25th Anniversary
Royale

WHERE CRAFTSMANSHIP COUNTS™

www.royalelimo.com



© 2008 Cabot Coach Builders, Inc.

CORPORATE HEADQUARTERS - 99 Newark Street, Haverhill, MA 01832 • ph. 800.544.5587 • fx. 978.521.5425
SALES & SERVICE CENTERS: Long Island City, NY; Chicago, IL; Dayton, OH; Largo, FL.

Secure Online Transactions



Lyndy Burnham
The Hudson Group

By Lyndy Burnham
The Hudson Group

Internet hijackers are clever, creating imposter web sites resembling the real thing. You could end up logging into a forged website and never realize it. One simple step will protect your identity, bank account and wallet: ensure you have a "secure" connection before entering any personal data!

Much of the information you view over the Internet is via an open connection. That is, the information you are viewing

could be intercepted by malicious 3rd parties. The same is true of information you submit back to these sites on pages they present to you. If you do online banking, purchases, or enter your name, credit card details or any other personally identifiable information onto a website, you should ensure that you are doing so on a secure webpage.

A secure webpage is one that is encrypted – meaning that the information being sent between you and the web server is encoded and appears as random gibberish, except to you and the web server you are connected to. How can you tell if you are connected to a secure webpage? – Look at the URL (Internet address). It should start with https:// (not http://). Sometimes, the "s" appears only after you click the "submit" button on the page (potentially dangerous). If the page does not have an https://, you can try to force a secure connection and insert the "s" yourself. If you don't have a secure connection, only enter information you are willing to share with everybody on the Internet!

Annual Membership Rates

Livery Operator

\$125.00	1 - 5 Vehicles
\$175.00	6 - 9 Vehicles
\$225.00	10-19 Vehicles
\$345.00	20-49 Vehicles
\$600.00	50+ Vehicles

Affiliate

\$175.00	1 - 5 Employees
\$300.00	6+ Employees

For Membership Application

Call the NELA Office 866.736.6352
or visit www.nelivery.org

LCT East

By Bill Walch of M7 Worldwide

The LCT Eastern Conference was held from October 7-8 at the Mohegan Sun Resort & Casino in Uncasville CT. The NELA continued our partnership with LCT Magazine by volunteering to staff the show registration desk, by having a booth on the show floor, and of course, promoting the event.

LCT continues to change and enhance the show. This year they added a very popular program called "Affiliate Speed Meet". Modeled after speed-dating, the program was designed to match networks and operators looking for referral business. Additionally, there were many good seminars and learning opportunities with the highlight being the keynote presentation by Jon L. Luther, Executive Chairman of the Board, Dunkin' Brands. Our Executive Director, Rick Szilagyi, had the privilege of introducing Mr. Luther.

Attendees from the New England region were well represented. There were also companies from across the country and around the world. From my own personal perspective I found the mood at the show to be upbeat. Long time friends and colleagues quietly said that September had been a good month and that things were looking up for the fall. Let's hope this trend continues.

For members of the NELA, you all know that the LCT shows are a great networking and learning opportunity just like the NELA quarterly meetings. It's been a tough year and while some stayed home – many were there. It was great to see so many companies weathering these tough economic times. To all the NELA members who attended, thanks for supporting the show and the NELA. For those that missed this one, we hope to see you next time.

*Sedans • Suvs • 6/8/10 Limousines • Stretch Suvs
10/13 Passenger Vans • 29 Passenger Mini Coaches*

292 Main Street
East Falmouth, MA 02536
Cape Cod ~ Martha's Vineyard
www.whitetielimo.com

508-563-9773
800-564-8116
Fax 508-548-5262

Raymond Gooley, Jr.
Vice President
Limousine Program Manager

MANAGING AGENCY GROUP
Insurance Program Specialists

185 Asylum Street, 25th Floor
Hartford, CT 06103-3078
Tel 860-756-7333
Fax 860-520-1145
800-332-5564
raymond.gooley@magprograms.com
www.magprograms.com

Distracted Driving Legislation

By Rick Szilagyi, ED

While the term “distracted driving” has been around for years, it has become a common phrase in the news over the last several months. In early September, U.S. Transportation Secretary Ray LaHood announced a September summit to address the dangers of text-messaging and other distractions behind the wheel. A two-day summit was held on September 30th and October 1st. The summit included senior transportation officials, elected officials, safety advocates, law enforcement representatives and academics, with the intention of discussing ideas to combat distracted driving. During the summit, members of the public shared their personal losses due to accidents allegedly caused by distracted driving.

Prior to the summit, President Obama issued an Executive Order directing federal employees not to engage in texting when driving government vehicles, when using government-issued electronic devices while driving, and when driving their own vehicles using their own devices while on government business. The order encourages federal contractors and others doing business with the government to adopt and enforce policies banning texting while driving on the job.

The U.S. DOT has opted to do the following: make permanent restrictions on the use of cell phones and other electronic devices in rail operations; ban text messaging altogether and restrict the use of cell phones by truck drivers and interstate bus operators; and will disqualify school bus drivers convicted of texting while driving from maintaining commercial driver’s licenses. The U.S. DOT has also called on state and local governments to make distracted driving part of their state highway plans and to pass laws against distracted driving in all types of vehicles, particularly school buses.

The Distracted Driving Prevention Act of 2009, represented by H.R. 3994 on the House side, and by S. 1938 on the Senate side has been introduced with the intent of “establishing a program to reduce injuries and deaths caused by cell phone use and texting while driving”. A portion of the pending legislation would withhold some federal highway funds from state that refuse to ban texting while driving, and another would incentivize states to take action. MA has several bills pending involving hand-held cell phones and prohibiting texting. CT has already passed such laws. NH has passed a comprehensive distracted driving law. RI has a text-messaging ban. And ME just passed a distracted driving law that defines distracted as being engaged in an activity not necessary to the operation of the vehicle and that impairs, or could impair, the ability to drive safely. NYC is holding a hearing on December 17th regarding the implementation of an aggressive distracted driver program. We will corral the different bills and laws in New England and New York and post them on the web site.

Thank You! ...to our renewing members

a new feature to the newsletter member renewals since our last issue

A & A METRO TRANSPORTATION
ABSOLUTE TRANSPORTATION LLC
AMERICAN CLASSIC LIMOUSINE, INC.
BAY LIMOUSINE
BEST CARRIAGE LIMOUSINE, LLC
BOSTON CHAUFFEUR
BOSTON LIMO
BOWTIE LIMOUSINE, INC.
BROWN’S LUXURY LIMOUSINES
CAPACITY COVERAGE OF NJ, INC.
CENTURY LIMOUSINES LLC
CHAMPAGNE COACH LIMOUSINE
DAV EL CHAUFFEURED TRANSPORTATION NETWORK
DPV TRANSPORTATION, INC.
FIVE K SEDAN SERVICE
GRACE LIMOUSINE, LLC
HARRISON TRANSPORTATION SVC, INC.
HERLIHY INSURANCE GROUP
LIBERTY COACH LIMOUSINE SERVICE
LIMOUSINES BY LIZ, INC.
MILLENNIUM LIMOUSINE SERVICE, LLC
MOONLIGHT LIMOUSINE
NEW ENGLAND MOBILE SYSTEMS INC.
OCELOT LIVERY SERVICE, INC.
QLS LIMOUSINE
REDCAP CORPS LLC
SEAPORT LIVERY SERVICE
SIGNATURE LIMOUSINE, LLC
TRANSACTION CORPORATE SHUTTLES, INC
WATERTOWN FORD, INC.
WEBBER LIVERY SERVICE
WELDON EXECUTIVE COACH
WHITE TIE LIMOUSINE

STORM SHELTER

As the global financial tempest continues to rage, our 25 years of unwavering commitment to "being there" for America's limousine industry remains stronger than ever.

Now more than ever, you need prudent underwriting, aggressive claims management and rock-solid financial strength.

Now more than ever, you need the expertise of the industry's leading passenger transportation specialty insurer.

Now more than ever, you need Lancer.

For more information, please contact us at:

1-800-782-8902 x3304 or mbayard@lancer-ins.com

CELEBRATING OUR 25TH YEAR
LANCER
INSURANCE
The Difference is Our Attitude.

Proud Member of:



370 West Park Avenue, P.O. Box 9004, Long Beach, NY 11561 • www.lancerinsurance.com