

Keynote Speaker

Thelma Drake is the Director of Rail and Public Transportation for the Commonwealth of Virginia. DRPT's mission is to improve mobility and expand transportation choices in Virginia. The Agency is charged with establishing, maintaining, improving and promoting public transportation, transportation demand management, ridesharing, and passenger and freight rail transportation in the Commonwealth.

Thelma is a former member of the U.S. House of Representatives (2005-2008) and Virginia's House of Delegates (1996-2004). Thelma's understanding and involvement in the legislative process both at the federal and state levels positions her well to serve the people of Virginia in this new role as Director of Rail and Public Transportation. A dedicated public servant, Thelma possesses strong communication skills that help bring people together to find collaborative solutions.

Thelma has over 30 years of experience and success in the real estate profession. She has a keen understanding and knowledge of real estate sales, including contract negotiations and marketing. Thelma and her husband Ted are the owners of the Hampton Roads Home Team currently associated with William E. Wood and Associates Realtors. She had been associated with ReMax Allegiance Realty and Coldwell Banker Gifford Realty both in Norfolk.

Previously Thelma was a consultant with FutureLaw, a law firm headquartered in Richmond, Virginia. She was the coordinator of FutureLaw's Renewable Energy Team and a member of the Tax Exempt Bond Financing, Commercial Real Estate, Real Estate Workout and Economic Development Teams.



Originally from Elyria, Ohio; married to Thomas E. (Ted) Drake; mother of two grown children and grandmother of four beautiful grandchildren.

CTAV 2010 EXPO Schedule of Events

Tuesday, August 17th

Location – Fredericksburg Hospitality & Conference Center (Host Hotel)

There will be one 15 minute break during each session

7:00 am – 9:00 am Registration – Hospitality Suite

8:30 am - 9:30 am Breakfast

9:45 am – 11:45 am Concurrent Sessions

Accident Investigation
Instructor: Pat Baber

Project, Time, Deadlines, Home and Work Management
Instructor: Dan Parker

Presentation Skills
Instructor: Cindy Taylor

11:55 am – 1:30 pm Lunch – Jefferson Room

1:40 pm – 4:00 pm Sessions

Accident Investigation
Instructor: Pat Baber

Project, Time, Deadlines, Home and Work Management
Instructor: Dan Parker

Presentation Skills
Instructor: Cindy Taylor

9:15 am – 11:30 am Sessions

Health Insurance Issues; New Regulations
Instructor: Daryl Russell

Government Issues for Not-for Profits; New Federal Tax Form 990
Instructor: Mary Gayle Holden

Great Customer Service Comes from the Heart
Instructor: Bobbie Walker

Location: Fredericksburg EXPO Center

11:40 am – 12:55 pm EXPO Lunch

Keynote Speaker:
Thelma Drake, Director of Virginia Department of Rail and Transportation

1:00 pm – 5:00 pm EXPO

Ribbon-Cutting and Welcome
Thelma Drake, DRPT Director

Honorable Mayor
Tom J. Tomzak
City of Fredericksburg

Thursday, August 19th

Location: Fredericksburg Hospitality & Conference Center (Host Hotel)

8:30 am – 10:00 am Farewell Breakfast

Speaker, Donna Shaunesey

Results of CTAV Board Nominations

Meet the Board Members

Wednesday, August 18th

Location: Fredericksburg EXPO Center

7:30 am – 11:00 am Vendors Set-Up

Location: Fredericksburg Hospitality & Conference Center (Host Hotel)

There will be one 15 minute break during each Session

7:00 am – 7:50 am Registration – Hospitality Suite

8:00 am – 9:00 am Annual Meeting/Breakfast

Host Hotel

Fredericksburg HOSPITALITY HOUSE & Conference Center

2801 Plank Road
Fredericksburg, VA 22401
540-786-8321; Ask for the CTAV BLOCK
Rate: \$75.00 plus taxes
www.fredericksburghospitalityhouse.com

EXPO Location

Fredericksburg EXPO & Conference Center

2371 Carl D Silver Parkway
Fredericksburg, VA 22401
www.fredericksburgexpoctr.com

Questions concerning the CTAV EXPO 2010?

Please contact Peggy Oates by phone at 540-409-1360 or email at pggoates15@gmail.com

CTAV
Community Transportation
Association of Virginia
P.O. Box 1026
Bluefield, VA 24605

CTAV EXPO
August 17-19, 2010

CTAV EXPO
August 17-19, 2010



Sponsored by CTAV and Virginia Department of Rail and Public Transportation

Fredericksburg, Virginia

TRAINERS



Bobbie Walker, Partnership Marketing Education Director for Virginia Tourism Corporation, works directly with Virginia destinations and attractions, conducting customer service training programs and supervisor training workshops that focus on quality of the customers' experience and the development of the employee's performance. Bobbie works with hundreds of companies across the state and has been with the Virginia Tourism Corporation for more than 17 years.



Daryl Russell, Manager, Benefits Division. Education: Manager, Employee Benefits Division; Graduate of North Carolina State University; 15 years of specialization in Employee Benefits; 12 years of sales and marketing experience in Central Virginia with Anthem BC/BS and Southern Health Services. Professional Organizations/Designations: Licensed Life and Health Agent; Member of Anthem Blue Cross and Blue Shield Regional and Statewide Broker Councils.



Mary Gayle Holden currently practices law in Loudoun County, Virginia. Ms. Holden started her law practice at McGuire Woods in Fairfax, Virginia, where she specialized in commercial real estate transactions. She later joined a firm that moved to Washington D.C., and in 1997 joined Foley & Lardner. Ms. Holden left Foley & Lardner in 2003 to start her own local practice and now serves clients in the Northern Virginia area. Ms. Holden has been active in the community, having served as a Commissioner on the Loudoun Economic Commission from 2003 to 2008, Past President of the Committee for Dulles, 2003 - 2005 and Director from 2005 to present, member of the George Washington University Advisory Board 2003 - 2007, Director of the Dulles Regional Chamber of Commerce, 2009 - present, and Director of Zonta International of Loudoun 2005 - 2009. Ms. Holden is married to Pete Holden, and has four sons. She and her family live on a farm in western Loudoun County.



Cindy Taylor is a Learning Consultant for Chesterfield County's Center for Organizational Excellence where she has worked for the past 15 years. Prior to joining the COE staff, she worked as Employee Relations Administrator establishing the County's first Employee Relations Unit. Cindy's primary responsibilities include development and delivery of courses offered through the university's schools of Quality and Continuous Improvement, Leadership and Personal Effectiveness, and Policy and Practice. In addition, she facilitates teams and delivers a variety of special request training for county departments and external organizations. She has a Bachelor's degree from Virginia Tech and a Masters in Public Administration from George Mason University. She has over 20 years of human resource management experience in the federal and local government with a focus on employee relations and organizational development and training. She is certified in conducting the Myers-Briggs Type Indicator, an International Public Management Association for Human Resources (IPMA-HR) Certified Professional, a trained mediator, and a certified instructor for Chesterfield University. Cindy has been extensively involved in coordinating professional development events for IPMA-HR at the state and regional level and reviewing certification programs for Human Resource professionals. She is a contributing author in *Leadership Secrets of Local Human Resource Officials* a cooperative effort between ORACLE and IPMA-HR and in the recently published *The Leadership Challenge Activities Book*.

Dan Parker, Member, SkillPath Seminars.



CTAV 2009 SPONSORS

Platinum

Sonny Merryman, Inc.

Gold

National Bus Sales & Leasing, Inc.
Carrier Transport A/C

Silver

Radar/UHSTS
JAUNT, Inc.
City of Harrisonburg
Public Transportation
Ilderton Conversion Company
Kingmor Supply, Inc.
GFI-Genfare
Wendel Companies
The Braun Corp.
Bankers/Selective Insurance
Avail Technologies

TRANSIT

Registration Form

DEADLINE for Registration - July 29, 2010

Personal Information Please fill out one form for each registrant

Name _____
First Name for Badge _____
Organization/Title _____
Address _____
City, State & Zip _____
Email _____
Phone _____

Conference Registration

CTAV HOSPITALITY SUITE will be open for EXPO Registration on Monday, August 16th from 6:00 pm until 9:00 pm. Register early and enjoy light refreshments.

Vendor Big Night Out Dinner Bowling Both
EXPO Registration \$125.00
(Tues. - Wed.)
CTAV Membership Sponsor \$500.00

CTAV Membership Fee beginning 07/01/10 - 06/30/11* \$125.00
*Visit CTAV website www.ctav.org for more information.

CTAV Annual Golf \$80.00 Green \$ Cart Fees
Tournament (Thurs.) \$10.00 Mulligans (limit 2 per player)
(See Registration form to the right →)

Payment

Payment Enclosed Amount: _____
 Bill My Organization Amount: _____
 Check Enclosed Amount: _____
 Visa or Mastercard Amount: _____
Credit Card Number _____ Exp. Date _____
Name on Card _____

Mail: CTAV EXPO 2010
P.O. Box 1026 • Bluefield, VA 24605
Fax: 376.322.4335

Online: www.ctav.org

Vendor Big Night Out

Wednesday, August 18th
6:30 pm - 10:00 pm



Dinner and Bowling
(includes shoes and balls)

Spotsylvania Towne Centre
51 Town Centre Blvd. • Fredericksburg
www.splitsvillelanes.com



CTAV Annual Golf Tournament Registration

Thursday, August 19th

Lee's Hill Golf Club
10200 Old Dominion Parkway
Fredericksburg, VA 22408
www.leeshillgc.com
11:00 am Shot Gun Start

TEAM

Name/Handicap _____
Name/Handicap _____
Name/Handicap _____
Name/Handicap _____

INDIVIDUAL

Name/Handicap _____

VENDOR

Registration Form

DEADLINE for Registration - July 29, 2010

Personal Information Please fill out one form for each registrant

Name _____
First Name for Badge _____
Organization/Title _____
Address _____
City, State & Zip _____
Email _____
Phone _____

Conference Registration

Vendor Membership Fee \$125.00
Exhibit Fee \$300.00
Sponsorship Platinum - \$2,000.00
 Gold - \$1,000.00
 Silver - \$500.00
 \$ _____

Contribution

Your contribution will enable us to keep our dues low while expanding our services at a time when riders and providers most need help. Because of your past support, the Community Transportation Association of Virginia will offer an annual scholarship to a deserving student for perpetuity. We ask now that you continue your history of benevolence to CTAV so we may move forward with our mission to provide mobility to everyone across Virginia.

For more information contact Mark Roberts, mroberts@sonnymerryman.com or 800.533.1006, ext. 311.

Vendor Big Night Out Dinner Bowling Both
CTAV Annual Golf \$80.00 Green \$ Cart Fees
Tournament (Thurs.) \$10.00 Mulligans (limit 2 per player)
(← See Registration form to the left)

Payment

Payment Enclosed Amount: _____
 Bill My Organization Amount: _____
 Check Enclosed Amount: _____
 Visa or Mastercard Amount: _____
Credit Card Number _____ Exp. Date _____
Name on Card _____

Mail: CTAV EXPO 2010
P.O. Box 1026 • Bluefield, VA 24605
Fax: 376.322.4335

Online: www.ctav.org