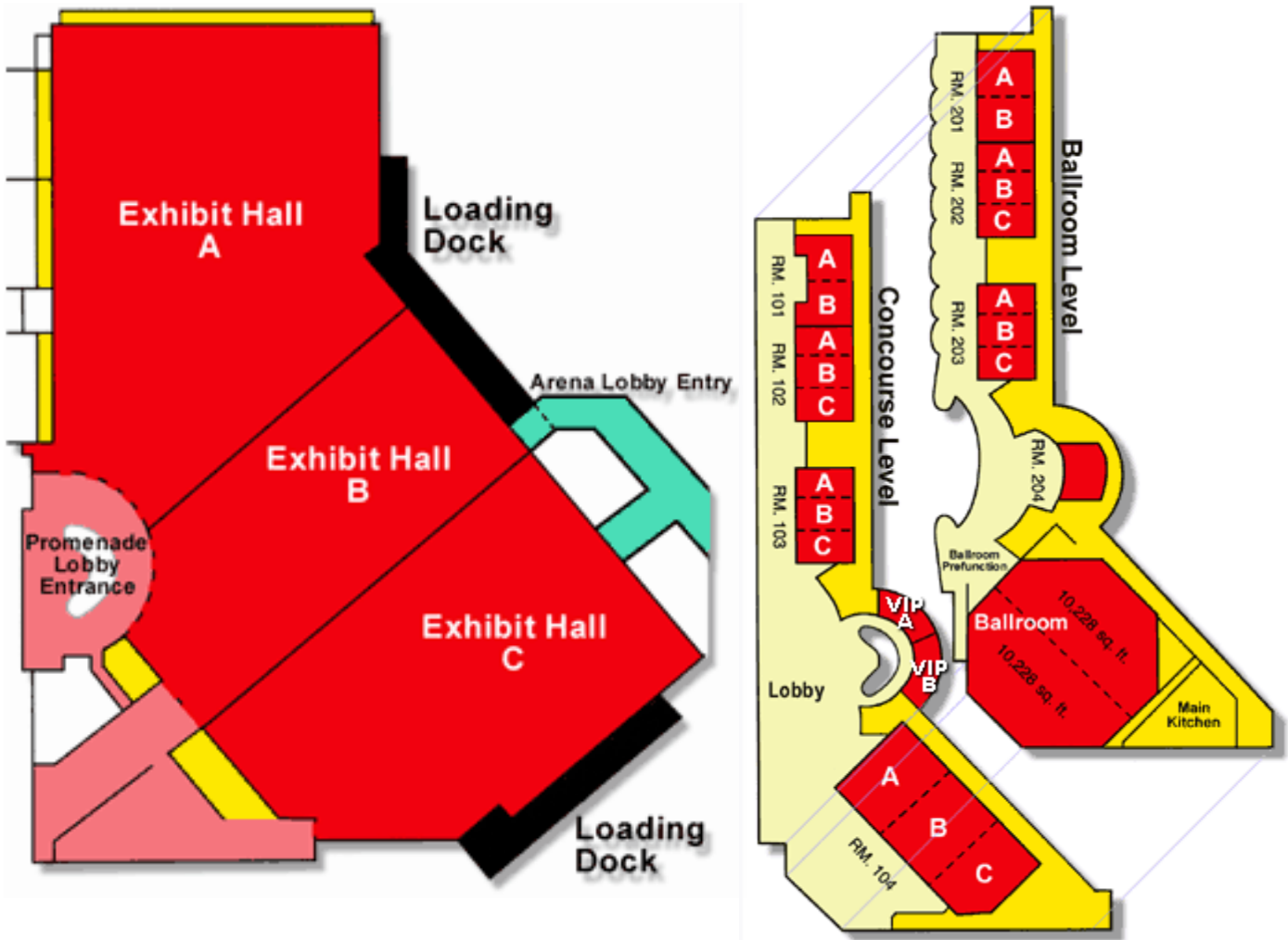


OFFICIAL EXPO GUIDE



COMMUNITY TRANSPORTATION
EXPO 2010
LONG BEACH, CALIFORNIA

Long Beach Convention Center Map



EXPO Transportation Schedule

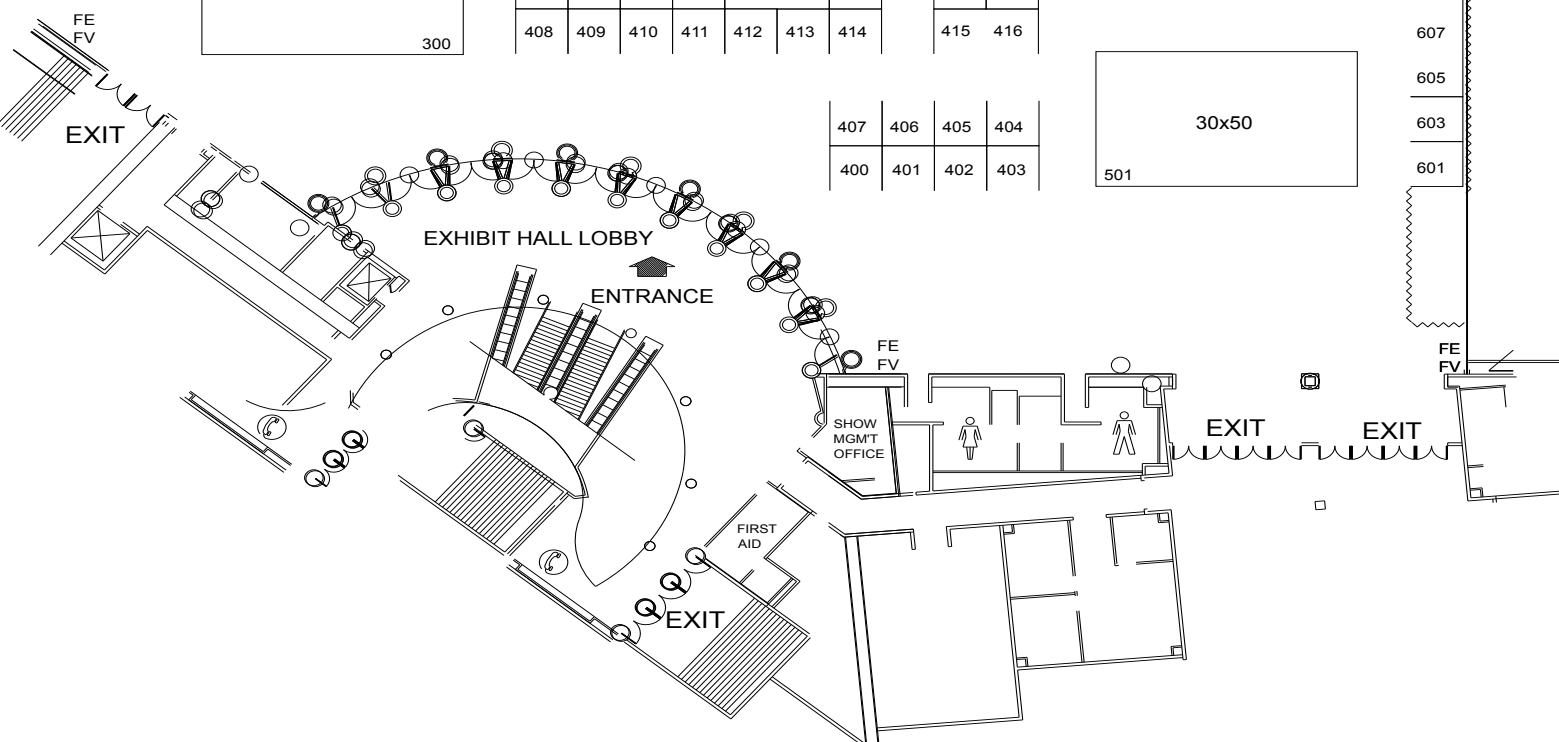
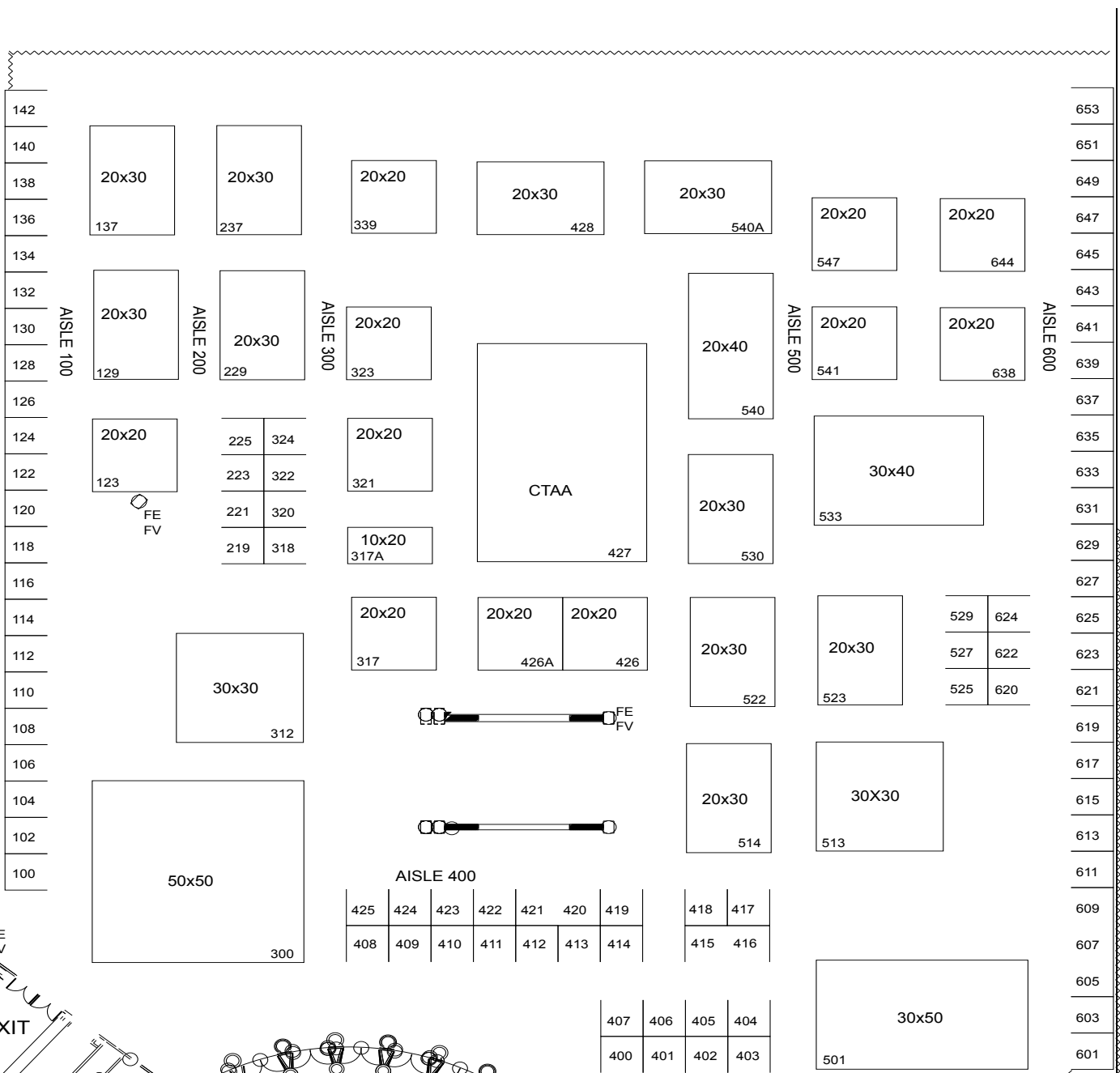
Sunday, May 23 — 7:15 a.m. – 3:00 p.m.

Continuous shuttle to the Long Beach Transit Maintenance Facility (68th & Cherry) for the National Community Transportation Roadeo. Picking up and returning to the Long Beach Hyatt, Renaissance and Westin until 3:00 p.m.

Thursday, May 25 — 6:30 p.m. – 11:00 p.m.

Buses will be departing the Long Beach Hyatt, Renaissance and Westin for the Queen Mary. Continuous shuttle returns to hotels will begin at 8:00 p.m.





LONG BEACH CONVENTION CENTER HALLS A & B

EXPO 2010 Schedule At-A-Glance



Saturday, May 22

1:30 p.m. — 7:00 p.m.	Community Transportation Roadeo Registration	Hyatt Long Beach — Seaview
3:00 p.m. — 7:00 p.m.	EXPO 2010 Registration	Hyatt Long Beach — Lobby
5:30 p.m. — 6:30 p.m.	Roadeo Judges Meeting	Hyatt Long Beach — Seaview
7:00 p.m. — 8:30 p.m.	Roadeo Drivers Meeting and Exam	Hyatt Long Beach — Seaview

Sunday, May 23

7:00 a.m. — 7:00 p.m.	EXPO 2010 Registration	Hyatt Long Beach — Lobby
7:30 a.m. — 3:00 p.m.	Roadeo Event Transportation	Hyatt, Westin, Renaissance
9:00 a.m. — 4:00 p.m.	Community Transportation National Roadeo	Long Beach Transit Facility
9:00 a.m. — 5:00 p.m.	Intensive Training Sessions	L.B. Conv. Cntr
6:30 p.m. — 7:00 p.m.	Community Transportation Roadeo Reception	Hyatt Long Beach — Regency
7:00 p.m. — 9:00 p.m.	Community Transportation Roadeo Banquet	Hyatt Long Beach — Regency

Monday, May 24

7:00 a.m. — 7:00 p.m.	EXPO 2010 Registration	L.B. Conv. Cntr
9:00 a.m. — 5:00 p.m.	Nations in Transit Conference	L.B. Conv. Cntr - Room 104A
9:00 a.m. — 5:00 p.m.	Intensive Training Sessions	L.B. Conv. Cntr
12:30 p.m. — 5:00 p.m.	Passenger RAIL Symposium	L.B. Conv. Cntr- Room 104C
5:30 p.m. — 8:00 p.m.	Annual State Delegate Gathering (by invitation)	Hyatt Long Beach — Beacon

Tuesday, May 25

7:00 a.m. — 6:00 p.m.	EXPO 2010 Registration	L.B. Conv. Cntr
9:00 a.m. — 5:00 p.m.	Intensive Training Sessions	L.B. Conv. Cntr
9:00 a.m. — 5:00 p.m.	Nations in Transit Conference	L.B. Conv. Cntr - Room 104A
9:00 a.m. — 5:00 p.m.	Thinking Outside the Bus Conference	L.B. Conv. Cntr - Room 104B
9:00 a.m. — Noon	Passenger RAIL Symposium	L.B. Conv. Cntr - Room 104C
Noon — 1:30 p.m.	Conference Luncheon	L.B. Conv. Cntr - Grand Ballrm
5:00 p.m. — 6:30 p.m.	Trade Fair Grand Opening and Reception	L.B. Conv. Cntr - Exhibit Hall

Wednesday, May 26

7:00 a.m. — 5:00 p.m.	EXPO 2010 Registration	L.B. Conv. Cntr
7:00 a.m. — 8:45 a.m.	Association National Awards Breakfast	L.B. Conv. Cntr - Grand Ballrm
9:00 a.m. — 10:30 a.m.	Professional Development Workshops	L.B. Conv. Cntr
10:45 a.m. — Noon	General Session: Meet the Press	L.B. Conv. Cntr - Room 104A
Noon — 3:00 p.m.	EXPO Trade Fair and Luncheon	L.B. Conv. Cntr - Exhibit Hall
3:15 p.m. — 4:45 p.m.	Professional Development Workshops	L.B. Conv. Cntr

Thursday, May 27

7:00 a.m. — 3:00 p.m.	EXPO 2010 Registration	L.B. Conv. Cntr
7:30 a.m. — 8:45 a.m.	National RTAP Breakfast	L.B. Conv. Cntr - Room 104C
9:00 a.m. — Noon	Professional Development Workshops	L.B. Conv. Cntr
Noon — 3:00 p.m.	EXPO Trade Fair and Luncheon	L.B. Conv. Cntr
2:00 p.m. — 4:00 p.m.	State DOT Roundtable	L.B. Conv. Cntr - Room 104C
3:15 p.m. — 4:45 p.m.	Professional Development Workshops	L.B. Conv. Cntr
6:30 p.m. — ?	EXPO Big Night Out	RMS Queen Mary

Friday, May 28

7:00 a.m. — 9:00 a.m.	Happy Trails Farewell Breakfast	Hyatt Long Beach — Regency
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ROADEO XXI

This year, we celebrate the Twentieth Annual National Community Transportation Roadeo. As always, the event features the best community and public transportation drivers in the nation, followed by a banquet in their honor and awards to the top competitors. Below is the complete schedule and details of the day's events.

Saturday, May 22

1:30 p.m. — 7:00 p.m. National Community Transportation Roadeo Registration (Hyatt Seaview Foyer)

4:00 p.m. — 5:30 p.m. Securement Training for Roadeo Drivers (Hyatt Seaview Room)

5:30 p.m. — 6:30 p.m. Roadeo Judges Meeting (Hyatt Seaview Room)

7:00 p.m. — 8:30 p.m. Roadeo Drivers Meeting and Exam (Hyatt Seaview Room)

Sunday, May 23

7:45 a.m. — 4:00 p.m.

National Community Transportation Roadeo Competition

The nation's best community and public transportation drivers take to the always challenging National Community Transportation Roadeo course and demonstrate their safety and accessibility skills. All members of the public are invited to attend this national competition.

Long Beach Transit, 68th & Cherry Facility – Long Beach, Calif.

6:30 p.m. — 7:00 p.m.

National Community Transportation Roadeo Awards Reception and Banquet

Prior to the opening of the National Community Transportation Roadeo Awards Banquet, come enjoy some time to meet and greet with the competitors and their colleagues and family and friends.

Hyatt Long Beach – Regency Ballroom

SURE-LOK
Safe and Secure



TECTRANS

The Twenty First Annual Community Transportation Roadeo and Driver of the Year Award are made possible through the generous support of Sure-Lok. Visit www.sure-lok.com for more information.

We thank Long Beach Transit for the use of their facility and obtaining the supplies needed for the Roadeo. The vehicles used on this year's Roadeo competition course, and wheelchair securement and pre-trip inspection positions were generously supplied by TecTrans.

INTENSIVE TRAINING SESSIONS

EXPO is a time to learn and share. The Association's Intensive Training Sessions lead off the annual EXPO and bring together community and public transportation's most respected experts and trainers with vital, timely topics for transit professionals and their partners at the human service, planning and development levels. These one-, two- and three-day sessions will inspire you with new perspectives and help you learn valuable new skills. This year's Intensive Training Sessions will run from 9:00 a.m. to 5:00 p.m., on all three days (May 23-May 25) they are scheduled.

Note: Our Conference Intensives meet the training requirement for those seeking CCTM, CTPA and CSSM certification. All certification courses have a testing component.

THREE-DAY INTENSIVE TRAINING SESSIONS (MAY 23-25)

Principles of Transit Management

Trainer: Carol Wright, SURTC, Fargo, N.D.

Room: Long Beach Convention Center 101A

This course is intended to provide new transit managers with enough basic information in all aspects of transit management in order to "hit the ground running," and provide a base of information and resources to assist in navigating through the maze of transit management

responsibilities. For those who have managed programs for less than five years, it provides exposure to key elements of management and transit program assessment that previously you may not have taken the time to address or implement. Comprehensive reference materials are provided.

Vehicle Maintenance Management and Inspection (VMMI)

Trainer: Halsey King, SAE, Halsey King & Associates, Inc., Carlsbad, Calif.

Room: Long Beach Convention Center 102A

The Vehicle Maintenance Management and Inspection certification training program promotes the community transportation industry's commitment to safe, reliable transportation through building the professional skills of maintenance personnel and managers. This workshop is geared toward enhancing the skills of maintenance technicians and maintenance managers.

THREE-DAY INTENSIVE TRAINING SESSION (MAY 24-26)

Passenger Service and Safety (PASS) Training

Trainer: Russ Parish, Arkansas Transit Association, North Little Rock, Ark.

Room: Long Beach Convention Center 202B

Attendees will receive training and professional certification in the critical elements of safety, sensitivity and passenger

assistance. This workshop is designed as a three-day train-the-trainer to certify trainers who can then train drivers in the passenger assistance techniques and sensitivity skills appropriate for serving persons with disabilities.

TWO-DAY INTENSIVE TRAINING SESSIONS (MAY 24-25)

Certified Community Transit Supervisor (CCTS)

Trainer: Mike Noel, Lazaro & Noel, Johnstown, Pa.

Room: Long Beach Convention Center 102C

The best public and community transportation operations are those that are managed effectively and efficiently. In this certification workshop learn to develop and demonstrate your ability to manage front-line transit employees, ensuring system safety and reliability in the process. This class is designed for the men and women who directly supervise drivers, dispatchers, and other front-line transit operating staff. This year's training will also feature an on-line component as a prerequisite to in-person conference training.



Certified Safety and Security Manager (CSSM)

Trainer: Ream Lazaro, Lazaro & Noel, Scottsdale, Ariz.

Room: Long Beach Convention Center 201A

Assure your transit system's commitment to safety and security through participation in our Certified Safety and Security Manager Program. Following the FTA Transit Bus Safety and Security Program guidelines, this certification program will help you identify your system's strengths, and provide you with tools for improving the safety of your passengers, your staff, your equipment and your future.

Note: Participants in this class will be asked to take a professional certification exam, given on Thursday, May 27. Safety officers, operations managers and senior or supervisory staff will gain the most for themselves and their organizations by seeking this professional certification.

Preparing for the Certified Community Transit Managers Examination (CCTM)

Trainer: Chris Zeilinger, CTAA, Washington, D.C.

Room: Long Beach Convention Center 201B

Prepare for our industry's professional management examination, and gain a fresh overview of all the key ingredients of effective transit management. State transit personnel are encouraged to take this class as part of their Certified Transit Program Administrator (CTPA) study program.

Note: Participants in this class will be asked to take a professional certification exam, given on Thursday, May 27. This course is designed for senior-level community transit managers with some experience who are looking to broaden their knowledge base and build on their professional skills.

Professional Dispatching and Scheduling (PDS)

Trainers: Jim Holman, Newark, N.J. and Bob Carlson, CTAA, Washington, D.C.

Room: Long Beach Convention Center 202A

In this certification workshop learn to develop and demonstrate expertise in maximizing the efficient delivery of demand-responsive transportation, conveying riders' requests into affordable and appropriate trips, and making effective use of your transit system's resources. Designed for the scheduler or dispatcher and relevant for any demand-responsive or fixed-route environment.

ONE-DAY INTENSIVE TRAINING SESSIONS (MAY 24)

Developing Local and Regional community Transportation Coordination Councils

Trainers: Margi Ness, Region 7 UWR Coordination Ambassador; Suzanne O'Neill, TransitPlus, Elizabeth, Colo.

Room: Long Beach Convention Center 103A

This workshop is for people

who are in the initial phases of setting up a local/regional coordinating council as well as those with well-established councils. Information will be provided to help you determine what structure is right for your local area based on your specific needs. Once the optimum structure is determined, you will learn how to establish and maintain an effective council. This information will also be valuable for evaluating the effectiveness of existing coordinating councils and determining whether changes are needed.

Developing Policies and Procedures for Transit

Trainer: David Cyra, Region 9 UWR Coordination Ambassador

Room: Long Beach Convention Center 101B

Whether new to the transit industry or a seasoned veteran, you will see and learn many new approaches to the management and supervision of transit operations. This workshop features an electronic library of forms plus policies and procedures guidelines gleaned from model transit organizations across the country. This session is ideal for all types of transit system personnel - from managers to supervisors to board members.

Preventative Maintenance

Trainer: Paul Hamilton, San Marcos, Texas

Room: Long Beach Convention Center 102B

Modern Preventive Maintenance programs stress regular

and systematic inspection, adjustment, service and light repair of bus fleets. These elements need to be choreographed into a system that provides regular and consistent levels of bus inspection, repair and maintenance. Directors, Supervisors and Maintenance Managers will learn how an effective preventative maintenance program can lead to cost saving and achieve the goal of providing buses which are clean, safe, reliable and in operation at the proper level of fiscal control.

Transit Marketing for Community and Public Transportation

Trainer: Selena Barlow, Transit Marketing LLC, Tucson, Ariz.

Room: Long Beach Convention Center 103B

This class will challenge your pre-conceived notions of transit planning, community vision, economic development and organizational mission, while providing the marketing ideas and techniques that can bring your transit organization into its desired future. Transit managers and marketing staff, board members and mobility advocates will all benefit from this outstanding class.

ONE-DAY INTENSIVE TRAINING SESSIONS (MAY 25)

Service Development for Community Transit Systems

Trainer: Steve Fittante, CCTM, County of Middlesex, N.J.

Room: Long Beach Convention Center 102B

Community Transportation Association Annual Awards

Our Annual Awards

Beginning at 7:00 a.m. on Wednesday, May 26 in the Long Beach Convention Center, don't miss this buffet breakfast where we'll honor the very best that the community transportation industry has to offer. Start your day off with a hearty breakfast and salute your peers!

Recent CTAA Awards Winners

Urban Transportation System of the Year

2009 Housatonic Area Regional Transit, Danbury, Conn.
2008 Broward County Transportation, Pompano Beach, Fla.
2007 Middlesex County Area Transit, New Brunswick, N.J.

Rural Transportation System of the Year

2009 Community Concepts, Inc., Auburn, Maine
2008 Area Agency on Aging of Southeast Arkansas, Inc., Pine Bluff, Ark.
2007 Delmarva Community Transit, Cambridge, Md.

Community Transportation System of the Year

2008 St. John's County Council on Aging, St. Augustine, Fla.
2007 New Orleans Regional Transit Authority, New Orleans, La.

Community Transportation Manager of the Year

2009 George Levitsky, CCTM, Fairmont-Marion County Transit Authority, Fairmont, W.Va.
2008 Dave O'Connell, Mason County Transit Authority, Shelton, Wash.

State Agency of the Year

2009 New Jersey Council on Special Transportation, Manville, N.J.
2008 Florida Commission for the Transportation Disadvantaged, Tallahassee, Fla.
2007 Washington State DOT, Public Transportation Div.

Dr. and Mrs. Budd Bell Award

2009 Sister Brendan Conlon, Christian Help, Inc., Kermit, W.Va.
2008 Community Transportation Organisation, Inc., New South Wales, Australia
2007 American Public Works Association, National RTAP

Dr. Aaron Henry Leadership Award

2009 Dr. J.Y. Trice, Executive Director, Bolivar County Council on Aging, Cleveland, Miss.
2008 Dale J. Marsico, CCTM, Community Transportation Association of America, Washington, D.C.
2007 Sen. Mary Landrieu, Louisiana

George Rucker Memorial Award

2009 Charles A. Zelle, President Jefferson Lines, Minneapolis, Minn.
2008 Sherry E. Little, Deputy Administrator, Federal Transit Administration, Washington, D.C.
2007 Joyce Rose, Washington, D.C.

Founder's Award

2009 Van Chesnut
2008 Vaughn Whisker
2007 Ream Lazaro and Mike Noel

As the demand for non-traditional transit grows while we are challenged with flattening subsidy dollars, rural and small urban systems that have focused on advance reservation services with productivities of under five passengers per revenue hour need to consider approaches to linking trip origins and destinations in more efficient modes that create a hybrid between paratransit and traditional transit.

Emergency Response: The Role of Transit

Trainer: Gary Gleason, Communique USA, Aspen, Colo.

Room: Long Beach Convention Center 103A

This one-day intensive will focus on emergency response to natural and manmade disaster and the vital role transit plays in a changing emergency event. Participants will learn the relationship of various first responders during an event, assessment of risk, local response versus expanded response and management of assets. Part of the intensive will include a table top exercise covering response and recovery. The class is important for all transit managers and operations personnel including first responders.

Financial Management for Transit Agencies

Trainer: A.T. Stoddard, LSC Transportation Consultants, Colorado Springs, Colo.

Room: Long Beach Convention Center 103B

In today's financial management you cannot afford to be without top-notch financial management skills. You must know your true costs of providing service and be able to track those costs and manage your cash flow. Learn how to use financial information, operations data, and proven financial strategies to plan, develop, and implement your transit system objectives. Learn what data to collect and monitor to ensure success and to evaluate potential changes in service - whether it is new service, service enhancements, or reductions in service. This One-Day Session: will provide tools that any transit manager or supervisor can use with existing data and financial reports.

Human Resource Management for Supervisors

Trainer: Pam Pullman, Personnel and Management Company, Florissant, Mo.

Room: Long Beach Convention Center 103C

Expand the skills that will help you achieve the greatest effectiveness from your workforce. In this interactive session, you will learn how to effectively hire the right people, evaluate job skills that directly relate to your job requirements, establish performance standards, and coach and counsel to motivate employees for peak performance. Promote your organization's values in its human capital and succeed at being a compassionate, professional employer. If you manage people, this session is for you.

Procurement and Contracting: What You Need to Know

Trainer: James McLary, Region 2 UWR Coordination Ambassador

Room: Long Beach Convention Center 101B

Everyday, transit organizations must decide whether, when and how to contract with third-party vendors for all sorts of goods and services. This class reviews what senior managers in community transportation organizations need to know about Federal Transit Administration procurement guidelines, principles, roles and responsibilities. In addition, we will provide practical advice and real-life examples of successful procurements from your peers in smaller transit systems. Senior managers, finance officers and contract administrators all will benefit from this survey of the state of the art in transit procurement rules and practices.

PROFESSIONAL DEVELOPMENT WORKSHOP SESSIONS

The best training sessions in the industry — taught by recognized experts and featuring timely, useful topics is what makes EXPO so valuable. Each year we offer a wide variety of workshops with morning and afternoon sessions on Wednesday, May 26 and Thursday, May 27. These sessions are tailored to meet the specific needs of community and public transportation managers, officials and advocates. All EXPO registrants are invited to participate in any session.

**WEDNESDAY, MAY 26 —
9:00AM – 10:30AM**

Veterans Mobility: Transit's Vital Role

Moderator: Scott Bogren, CTAA, Washington, D.C.

Presenter: Jon Burkhardt, Westat, Inc., Rockville, Md.

Presenter: Lyn Hellegard, Missoula Ravalli Transportation Management Association, Missoula, Mont.

Room: Long Beach Convention Center, Room 102A

Following up on *Community Transportation* magazine's special edition on *Transportation for America's Veterans*, this session will look at today's mobility environment for veterans and their family members — and will feature a preview of vital veterans transportation research being conducted by Westat, Inc. If you're looking to establish communications with local veterans organizations, this session will help you better understand the current

— largely volunteer-based — veterans mobility system and will look at potential legislative action on the topic.

Quality Medicaid Transportation: Building Partnerships that Work

Moderator: Dale J. Marisco, CCTM, CTAA, Washington, D.C.

Presenter: Valerie Miller, CTAA Medical Transportation Specialist, Richmond, Mo.

Presenter: Ken Hosen, KFH Group, Austin, Texas

Room: Long Beach Convention Center, Room 102C

Learn how recent changes in Medicaid regulations combined with changes brought about by health care reform will create new opportunities and challenges for transportation programs. Building partnerships takes time, patience and real work. This has been especially true when it comes to establishing quality non-emergency medical transportation programs. This workshop will discuss the benefits of a better union between non-emergency medical transportation and public transit and how the local communities and consumers can benefit from this arrangement. In addition we will discuss the different models available and how to work with your Medicaid agency or Medicaid broker. The end result can be beneficial for consumers, the community, Medicaid and the public transit system.

Census 2010: Implications for Community and Public Transportation

Moderator: Chris Zeilinger, National Resource Center for Human Service Transportation Coordination, Washington, D.C.

Presenter: Jerry B. Wong, U.S. Census Bureau, Van Nuys, Calif.

Presenter: Rich Schultze, Greene Cats, Xenia, Ohio

Presenter: Sue Chapple, ColumBus, Columbus, Ind.

Room: Long Beach Convention Center, Room 103A

While the U.S. Constitution mandates a census be held every ten years for the purposes of Congressional reapportionment and legislative redistricting, the collected data is used for many other purposes. Participants in this session will hear from rural and urban transit providers, Federal officials, and Association staff about how the outcomes of the 2010 Census will affect community and public transportation. The Census conversation will continue Thursday afternoon with *What to Do With the 2010 Census Results — Don't Just Sit There!*

Identifying the Causes and Solutions of Bus Fires

Presenter: Halsey King, Halsey King & Associates, Inc., Carlsbad, Calif.

Room: Long Beach Convention Center, Room 103C

This class will begin with a discussion about how investigators define the terms used within such a catastrophe, and then will move into the fuel load of products and components that can make the situation grow quickly. Along the way we will review a number of steps that you can

take to minimize these costly and destructive events. Mr. King has investigated bus fires from the Saudi Kingdom to Hawaii over the past 35 years and is a recognized authority on bus maintenance and safety.

Using Paratransit Scheduling and Dispatching Software to Monitor Service

Presenter: Tom Procopio, TranSystems, Boston, Mass.
Room: Long Beach Convention Center, Room 203B

When purchasing software to assist in the provision of paratransit service; the main focus is on the scheduling and dispatching tools that will be used to help operate the service. Often overlooked is the reporting capability and how the software to help monitor the provision of paratransit service. This session will examine common service issues experienced by paratransit providers and software tools that can be used to measure service quality. Participants will be provided with examples of custom reports that can be created to help monitor various aspects of providing service. Participants are encouraged to bring examples of reports that they have used to monitor service to share with the group. No experience in paratransit software is needed. Whether you are a long time user of software, have replaced existing software, or have just started using software, this session is for you. *Note: There will be a guided vendor tour on the trade show floor Wednesday afternoon.*

EXPO Transit Service

Long Beach Transit's Passport circulator service is fare-free to all riders and connects you with many of the best sites in Long Beach. Passport stops are conveniently located near the Long Beach Convention Center and our EXPO hotels.

Want to go to L.A.? The Los Angeles Metro's Blue Line light-rail links Long Beach's First Street Transit Mall with downtown L.A. on a 55-minute trip. A one-way fare is \$1.25 and a Metro Day Pass (good on all buses and trains) is \$5.

Color Me Green: Implementing and Promoting Transit as the Green Alternative

Moderator: Moses Stites, Fresno County EOC, Fresno, Calif.
Presenter: Selena Barlow, Transit Marketing LLC, Tucson, Ariz.
Presenter: Jeff Meilbeck, Northern Arizona Intergovernmental Public Trans. Authority, Flagstaff, Ariz.
Presenter: Ron Wenger, City of Billings Transit, Billings, Mont.
Presenter: John Knox White, TransForm CA, Oakland, Calif.
Room: Long Beach Convention Center, Room 101B

Transit agencies can and should capitalize on the country's new awareness of environmental issues by 1) promoting transit as an environmentally friendly mode of travel and 2) ensuring the community understands the other green initiatives an agency is implementing. Come learn what these initiatives look like, how you can market them and potential ways to fund them.

Measure What Counts – A New Look at Performance Measures

Moderator: Charles Dickson, CTAA, Washington, D.C.
Presenter: Mark Aesch, Rochester Genesee Regional Transportation Authority, Rochester, N.Y.
Room: Long Beach Convention Center, Room 203C

You can't make your organization more performance-oriented unless you count what counts. You also need an ongoing process to study, interpret and act on the data you collect. Learn how the Rochester Genesee Regional Transportation Authority used this method to offer smarter, more efficient service. You can do it, too!

United We Ride Ambassadors On-Call

Moderator: Janice Lorenz, CTAA, Washington, D.C.
Presenter: Beverly Ward, Region 1 UWR Coordination Ambassador
Presenter: James McLary,

PROFESSIONAL DEVELOPMENT WORKSHOP SESSIONS

Region 2, UWR Coordination
Ambassador

Presenter: Jo Ann Hutchinson,
Region 4 UWR Coordination
Ambassador

Presenter: Roland Mross,
Region 5 UWR Coordination
Ambassador

Presenter: Dan Dirks, Region 6
UWR Coordination Ambassador

Presenter: Margi Ness,
Region 7 UWR Coordination
Ambassador

Presenter: Jeanne Erickson,
Region 8 UWR Coordination
Ambassador

Presenter: David Cyra, Region 9
UWR Coordination Ambassador

Presenter: Barbara Singleton,
Region 10 UWR Coordination
Ambassador

Room: Long Beach Convention
Center, Room 201A

Come join our United We Ride Coordination Ambassadors for an open session designed to engage these coordination experts with the audience. Our discussion will cover a variety of coordination topics. Entering its fifth year, the United We Ride Coordination Ambassadors have provided assistance to states in developing and implementing coordinated human service transportation plans. Ambassadors have built the transit awareness of decision-makers, providers of service and consumers on key issues related to human service transportation and coordination. And at their best they have carried out facilitated activities to identify sustained coordination components that further collaboration between human service and transit providers in communities.

Fare-Free Systems and Strategies

Moderator: Sheryl Gross-Glaser, CTAA, Washington, D.C.

Presenter: Guy Heston, Long Beach Transit, Long Beach, Calif.

Presenter: Bill Watterson, Charlottesville Transit Service, Charlottesville, Va.

Presenter: Van Chesnut, Advance Transit, Wilder, Vt.

Presenter: Martha Rose, Island Transit, Island County, Wash.

Room: Long Beach Convention Center, Room 101A

Explore the motivations, accomplishments and challenges of fare-free transit strategies and hear from transit systems that are entirely fare free. This session will cover programs that target specific populations, geographic areas and public goals. It will also discuss the real-world experiences of transit systems that are entirely fare-free.

**WEDNESDAY, MAY 26 —
3:15PM – 4:45PM**

How Can We Make Transit Work Safely For Women?

Moderator: Janice Lorenz, CTAA, Washington, D.C.

Presenter: Anastasia Loukaitou-Sideris, University of California, Los Angeles

Presenter: Beverly Ward, United We Ride Region I Ambassador

Room: Long Beach Convention Center, Room 102A

Women, who represent an important share of the transit consumer market, have concerns over their safety often influence their travel decisions.

But while the relationship between women's fear of crime and public space has been the focus of considerable research, transit environments have received less attention. To help fill that gap, this session will assess how research and practice have responded to women's concerns about safety/security in travel and will discuss model programs and best practices from the U.S. and overseas.

Winning at the Polls: Making the Case for Transit

Moderator: Scott Bogren, CTAA, Washington, D.C.

Presenter: Jeff Meilbeck, Northern Arizona Intergovernmental Public Trans. Authority, Flagstaff, Ariz.

Presenter: Dan Dirks, United We Ride Region VI Ambassador, Detroit, Mich.

Room: Long Beach Convention Center, Room 102C

Like never before, transit agencies of all sizes and in all parts of the nation are finding themselves going before local voters to approve — or sometimes augment — vital local transit investment streams. Perhaps your agency will soon face this challenge? Or maybe you'd just like to pick up some tips on winning local support and communicating the benefits of transit? The skills imparted by this session's presenters are the collected experience of transit managers who've won at the polls, and who've successfully made the case for transit.

Social Media and Public Agencies: Practices, Policies

and Potential Pitfalls

Moderator: Chris Zeilinger, National Resource Center for Human Service Transportation Coordination, Washington, D.C.

Presenter: Susan Bregman, The Transit Wire, Oak Square Resources, Brighton, Mass.

Presenter: Kendra Levine, Institute of Transportation Studies, Berkeley, Calif.

Presenter: David Bruffy, Mountain Line, Morgantown, W.V.

Room: Long Beach Convention Center, Room 103A

Many public agencies are catching the wave of Web 2.0 and rushing to sign up for Facebook, Twitter, LinkedIn and other social media tools. Speakers in this session will introduce appropriate uses and audiences for these and other social networking tools, share success stories, and discuss areas of possible caution or concern when using the social web.

Alternative Fuels in Transit – the Southern California Experience

Moderator: Charles Rutkowski, CTAA, Washington, D.C.

Presenter: Rolando Cruz, Long Beach Transit, Long Beach, Calif.

Presenter: Ralph Merced, Big Blue Bus, Santa Monica, Calif.

Room: Long Beach Convention Center, Room 103C

This workshop will share information from two transit programs in Southern California that have successfully embraced the use of alternative fuels for their fleets. Learn how they fully



EXPO Goes Green: Professional Development Materials Available to All Attendees on Memory Stick

Again, this year your registration materials include a Memory Stick which has **all** of the presentation PowerPoints and hand-outs that would be distributed in a paper copy at past EXPO sessions. In order to go green and cut down on the amount of paper each attendee carries around during EXPO and transports home, **all** attendees will have this valuable resource.

This memory device will allow all attendees the flexibility to review session materials from sessions they have attended as well as sessions that they were not able to make.

implemented their innovative alternative fuel programs, and how they're using it to market their services and save money.

Mentor Me, Mentor You: Mentoring Within Your Transit Agency

Moderator: Caryn Souza, CTAA, Washington, D.C.

Presenter: Cynthia Alt, Insight Strategies, Inc., Redondo Beach, Calif.

Room: Long Beach Convention Center, Room 202A

Mentoring programs ensure the history and legacy of leadership is carried on to future leaders. Today, organizations are actively using mentor programs to build viability and help to create leadership bench strength. A vital part of any organizational leadership development plan is a clear and structured mentor

program. This interactive and skill based workshop is designed to provide you with insights into successful mentor programs and what it takes to make them. Dr. Alt has more than 18 years experience working with organizations — large and small, public and private — addressing key leadership needs.

Can You Hear Me Now? Telecommunications in the Digital Age

Moderator: Robert Carlson, CTAA, Washington, D.C.

Presenter: Allen Tilles, Shulman Rogers Gandal Pordy & Ecker, P.A., Potomac, Md.

Room: Long Beach Convention Center, Room 202C

Broadcast TV and radio stations have already made the change over to the narrowband protocols. But did you know

PROFESSIONAL DEVELOPMENT WORKSHOP SESSIONS

that community transportation providers and their jurisdictions must become fully compliant with the new standards by 2013? With only two grant cycles remaining, this session is essential for the continuation of telecommunications between your dispatchers and drivers. Learn what will be required and when the change over takes place.

How to Ride: The Travel Instruction Continuum

Moderator: Amy Conrick, CTAA, Washington, D.C.

Presenter: Julie Wilke, Ride Connection, Portland, Ore.

Presenter: Luis Acosta, Capital District Transportation Authority, Albany, N.Y.

Presenter: Polly Nelson, Hopelink, Redmond, Wash.

Room: Long Beach Convention Center, Room 203A

For many individuals, local transit services—whether fixed-route or demand-response—are their path to independence. Well-conceived and designed instruction on using those services is vital to passengers' success in reaching community destinations. Whether an intensive, multi-session travel training effort; a single-session introduction to the system and how it works; or simply making the first trip with a *buddy*, successful travel instruction programs are vital. The presenters will address how to assess a person's need for training, how to deliver that training and the impact of that training on both the rider and the transit agency.



Driver Training: The Rhode Island Public Transit Authority Experience

Moderator: Charles Dickson, CTAA, Washington, D.C.

Presenter: Liz Harvey, Rhode Island Public Transit Authority, Providence, R.I.

Presenter: Peter Schauer, Peter Schauer Associates, Booneville, Mo.

Room: Long Beach Convention Center, Room 101B

Anyone associated with driver training, safety, customer services and wheelchair securement will find this case study and exploration of a comprehensive driver training program helpful. The Rhode Island Public Transit Authority's Flexible Services Division developed a model driver training and retraining program that consists of classroom education, behind the wheel training, limited in-service training, full in-service training. The training program is scalable to fit the size of any transit service. This session presents the history of how and why the training program was developed and the foundation of the training program, a typology of what every driver should know and be able to do.

Utilizing Enabling Technologies for Mobility Management – Local Success Stories

Moderator: Yehuda Gross, United States Department of

Transportation, Washington, D.C.

Presenter: Kim Adair, Paducah Area Transit System, Paducah Ky.

Presenter: Rhonda Mitchell, Lower Savannah Council of Governments, Aiken, S.C.

Presenter: Gwo-Wei Torng, Noblis, Washington, D.C.

Room: Long Beach Convention Center, Room 201B

Technology, such as Intelligent Transportation Systems (ITS) applications, enables successful mobility management. This session features local success stories of recent Travel Management Coordination Center deployments utilizing ITS, and resulting mobility management outcomes. Session participants will exchange information, discuss lessons learned from these field practices and hear about the latest government initiatives and resources available to advance local mobility management efforts.

**THURSDAY, MAY 27 —
9:00AM – 12:00PM**

Strategic Planning for Transit Success

Moderator: Scott Bogren, CTAA, Washington, D.C.

Presenter: Mark McGregor, Virginia Regional Transit, Purcellville, Va.

Room: Long Beach Convention Center, Room 101A

Strategic planning, when done properly, can provide an excellent opportunity to focus your system on key objectives and to build a cohesive

organizational vision that includes the input of such vital stakeholders as passengers, local elected officials and more. In this session, Mark McGregor and Scott Bogren will take you through the design and implementation of a strategic plan that is as living and vibrant as your organization and that is relevant to each staff member, everyday. Forget everything you've ever known about strategic planning and come to this session with your sleeves rolled up and ready to roll!

Modern Fleet Preventive Maintenance Programs

Presenter: Halsey King, Halsey King & Associates, Inc., Carlsbad, Calif.

Room: Long Beach Convention Center, Room 102A

Participants will gain a greater understanding of preventive maintenance, its new definition and its true purpose. We will discuss a number of impacts which influence your ability to develop and implement a preventive maintenance program and a model which you can take home and use to measure your fleets overall performance and cost.

Strategies for Forging Partnerships with the Business Sector

Moderator: Dan Dirks, Region 6 UWR Coordination Ambassador
Presenter: Carolyn Jeskey, CTAA Joblinks Transportation Center, Washington, D.C.

Presenter: Julie Talbert, Heart of Texas Workforce Solutions, Waco, Texas

Presenter: Deb Smith, Clearwater Economic

Development Association, Lewiston, Idaho

Presenter: Nicholas Coates, Central New Hampshire Regional Planning Commission, Concord, N.H.

Room: Long Beach Convention Center, Room 103A

Employee transportation services don't just help employees—they help a business's bottom line. In this session, presenters will share ways they learn about businesses' transportation needs, partner with the business sector and deliver transportation solutions to the workplace. In this interactive workshop we will exchange ideas, strategies, issues and promising practices. You'll leave the session with your own next steps for forging partnerships with employers, whether single businesses, a chamber of commerce or other employer partnerships.

Senior Transportation Innovations

Moderator: Jane Hardin, CTAA, Washington, D.C.

Presenter: Lori Cohen, Housing and Mobility Options, AARP, Washington, D.C.

Presenter: Jed Johnson, National Center on Senior Transportation, Washington, D.C.

Presenter: Helen Kerschner, The Beverly Foundation, Albuquerque, N.M.

Presenter: Elaine Wells, Ride Connection, Inc., Portland, Ore.

Room: Long Beach Convention Center, Room 101B

Senior transit providers have used two approaches to deal

with today's challenging budget environment: maintaining levels of service by finding new resources and opportunities, and by creative cost-cutting. This session's panelists will present numerous examples of both approaches – creative cost-cutting and finding new resources and opportunities. Come ready for an interactive session that encourages audience participation.

Show Me the Money – Creative Funding Strategies

Moderator: Charles Rutkowski, CTAA, Washington, D.C.

Presenter: Frederick Schmidt, University of Vermont, Shelburne, Vt.

Presenter: Pam Russell, National RTAP, Waltham, Mass.

Presenter: Rob Tassinari, National RTAP, Waltham, Mass.

Presenter: Webb Lyons, Community Foundation of Greater Birmingham, Birmingham, Ala.

Room: Long Beach Convention Center, Room 201A

Financing the operation of a public transit program requires creativity, innovation and diversification. Learn how to identify and pursue traditional and non-traditional funding sources to sustain a transit service.

Mobility Management: Practical Implications for Transportation Providers

Moderator: Jana Hunkler Brulé, BerkshireRides/CTAA, North Adams, Mass.

Presenter: Amy Van Doren, Marin County Transit, San Rafael, Calif.

Presenter: Michelle Zeidman,

PROFESSIONAL DEVELOPMENT WORKSHOP SESSIONS

Hopelink/King County, Wash., Redmond, Wash.

Presenter: Luis Acosta, Capital District Transportation Authority, Albany, N.Y.

Presenter: Barbara Ladner, Pace Transit, Arlington Heights, Ill.

Room: Long Beach Convention Center, Room 202B

Transportation providers have implemented many innovations under the broad umbrella of mobility management, particularly as it pertains to being responsive to changing community needs. Each of the presenters will discuss the strategies they have embarked upon and the impact they have had on community mobility. After the presentations, workshop participants will be able to rotate among different small groups led by the presenters to learn more about the different strategies and how to choose which ones could be most effectively applied in their own community.

Establishing One-Call Services in Your Community

Moderator: Chris Zeilinger, CTAA, Washington, D.C.

Presenter: Suzanne O'Neill, TransitPlus, Elizabeth, Colo.

Presenter: Steve Wilks, IBI Group, Irvine, Calif.

Presenter: Patrick Rodgers, The Institute for Human Services, Inc., Bath, N.Y.

Presenter: Kim Adair, Paducah Transit Authority, Paducah, Ky.

Room: Long Beach Convention Center, Room 203B

Learn about the varieties of transportation one-call services

and why each is valuable. Speakers will identify potential functions – such as information and referral, eligibility determination, rideshare services and scheduling trips. The session will also cover developing partnerships, building upon community resources, and the managerial and technological capacity needed for various one-call functions. This session also will preview the early results from a CTAA project that will provide a toolkit for assessing the type of one-call services that are a good fit for your community.

Transportation's Role in Livable Communities

Moderator: Sheryl Gross-Glaser, CTAA, Washington, D.C.

Presenter: Katherine Mattice, Federal Transit Administration, Washington, D.C.

Presenter: Jana Lynott, AARP, Washington, D.C.

Presenter: Brian Alberts, American Association of State Highway and Transportation Officials/Multi-State Technical Assistance Program, Washington, D.C.

Presenter: Debra McGlasson, Pelivan Transit, Big Cabin, Okla.

Presenter: Santo Grande, Delmarva Community Services, Cambridge, Md.

Presenter: Shannon Entz, City of Edmond, Edmond, Okla.

Room: Long Beach Convention Center, Room 102B

Whether you are going green, creating connectivity or advancing aging-in-place initiatives, livability is the new buzzword. Find out how to make transit an integral part of a livable community,

which groups and people to coordinate with and how to access funding to achieve your community's or region's goals. This session will feature representatives from communities and regions that have already forged ahead with transit on the livability path, as well as national policy and funding experts who will educate you about the opportunities available.

THURSDAY, MAY 27
— 3:15PM – 4:45PM

A Comprehensive Approach to Accessible Passenger Transportation

Presenter: Dr. Rosalyn Simon, Simon and Simon Resources, Elkridge, Md.

Room: Long Beach Convention Center, Room 202B

Accessible passenger transportation has undergone many revisions in the 20 years since the passage of the Americans with Disabilities Act (ADA). Many innovative mode variations have been created and implemented that have improved access, but also increased the complexity of operations. The future of accessible passenger transportation is intricately combined with new and existing technologies, addressing the diversity of accommodation needs and improving upon *Universal Design* of the transportation system and service environment. Dr. Simon is a specialist in ADA transportation issues, service policy and compliance. She is the former

Director of Easter Seals Project ACTION in the early days of the ADA.

What To Do With the 2010 Census Results — Don't Just Sit There!

Moderator: Frederick Schmidt, University of Vermont, Shelburne, Vt.

Presenter: Beverly Ward, United We Ride Region I Ambassador

Room: Long Beach Convention Center, Room 202C

This workshop will include an overview of the major demographic trends currently in motion affecting rural and small town transit decision-making. Examples showing the impact of increasing elders, shifting metro and rural boundaries, the impact of new comers and changes in definitions. Discussion will then turn to consider just what we will all be finding out from the 2010 Census, including a quick review of the major pitfalls. We will end with audience participation in identifying creative alternative sources of information for making local decisions as well as a brief review of where advocacy for better data may be found.

Connectivity: The Future of Surface Transportation

Moderator: Scott Bogren, CTAA, Washington, D.C.

Presenter: Don Chartock, Washington State Department of Transportation Agency Council on Coordinated Transportation, Olympia, Wash.

Presenter: Gary Heglund, Dakota Transit Association, Pierre, S.D.

Presenter: Robin Phillips, American Bus Association, Washington, D.C.

Room: Long Beach Convention Center, Room 102A

We like to talk about intermodalism and the importance of connectivity in the transit program, but what does it really mean and how does happen in our communities? Vanpools, intercity bus services, intercity rail and traditional rural and urban transit must connect in a seamless network. This session will answer those questions and more as experts in intermodal, interconnected transit services discuss current trends and provide best practice models in connectivity.

2010 Rural National Transit Database Training

Presenter: Lauren Tuzikow, Federal Transit Administration National Transit Database Program, Rockville, Md.

Room: Long Beach Convention Center, Room 102C

The most recent surface transportation law, SAFETEA-LU, added a requirement for recipients Section 5311 rural public transit investment report to the National Transit Database (NTD). A representative from FTA will provide an overview of the NTD reporting process, followed by a line-by-line discussion of the



reporting requirements. This session will also cover common data trouble spots and issues to aid in the submission of the Rural NTD reports. This session will benefit anyone involved with NTD reporting, including representatives from State Departments of Transportation, individual rural transit subrecipients and tribal transit grant recipients.

A Winning Web Site: How to Write, Organize and Maintain Web Content for Transit

Moderator: Eileen Boswell, CTAA, Washington, D.C.

Presenter: C. Marie Maus, Easter Seals Project ACTION (Accessible Community Transportation In Our Nation), Washington, D.C.

Presenter: Scott Bogren, CTAA, Washington, D.C.

Room: Long Beach Convention Center, Room 103A

This session will introduce you to some basic principles of planning, writing and organizing content for the web with your passengers and community in mind, as well as useful practices to make your site easy to maintain and accessible to users with disabilities. Note: This is not a technology-heavy session, but rather an overview of the guiding principles you should keep in mind for your web site. Non-techies are encouraged to attend this session!

The Next Generation of Transit Professionals

Moderator: Caryn Souza, CTAA, Washington, D.C.

Presenter: Dan Dirks, Region 6 UWR Coordination Ambassador

Presenter: Roland Mross,
Region 5 UWR Coordination
Ambassador

Presenter: Helen Kerschner,
The Beverly Foundation,
Albuquerque, N.M.

Room: Long Beach Convention
Center, Room 103C

Increasingly, a number of transit agency directors are at or near retirement age. One of the best legacies a director can leave is a leadership plan in place to assist the organization's governing board in making some good decisions for the future. This workshop will detail the proactive steps that a board can make in selecting a new leader. An open dialogue will be encouraged to allow participants to share their experiences.

The Ins and Outs of Building a Transit Facility

Moderator: Rich Sampson,
CTAA, Washington, D.C.

Presenter: Mark McGregor,
Virginia Regional Transit,
Purcellville, Va.

Presenter: Kathy Finniff,
Virginia Regional Transit,
Purcellville, Va.

Presenter: Mary Gayle Holden,
Mary Gayle Holden, Esq.,
Dulles, Va.

Room: Long Beach Convention
Center, Room 202A

An inside look at planning, building, funding and operating transit-oriented facilities for rural systems, from the perspective of the general manager. We will explore several aspects relating to developing a facility including planning, local-match acquisition, six-

year plans, site acquisition, categorical exclusions and environmental concerns. This session also will cover the type of documentation that is needed and how to acquire the expertise needed.

State Legislative Approaches to Coordination

Moderator: Chris Zeilinger,
National Resource Center for
Human Service Transportation
Coordination, CTAA,
Washington, D.C.

Presenter: Nicholas Farber,
National Conference of State
Legislatures, Denver, Colo.

Presenter: Jo Ann Hutchinson,
Region 4 UWR Coordination
Ambassador

Presenter: Jim Reed,
National Conference of State
Legislatures, Denver, Colo.

Presenter: Barbara Singleton,
Region 10 UWR Coordination

Room: Long Beach Convention
Center, Room 203A

Whether it's health care reform, workforce development, family assistance, education, senior services, public transportation, or a host of other missions, state governments are at the center of the action, and the center of the decision-making. Learn about the latest approaches being taken by many states, and explore the mechanisms by which your state legislators can best understand and support coordinated transportation efforts in your state.

Managing Service Contracts

Moderator: Kelly Shawn, CTAA,
Washington, D.C.

Presenter: Jim McLary,
Region 2 UWR Coordination

Ambassador

Presenter: Valerie Miller,
CTAA Medical Transportation
Specialist, Richmond, Mo.

Room: Long Beach Convention
Center, Room 203C

This workshop will focus on contract creation, solicitation and the implementation process and will help participants determine what level of agreements and contracts is best suited for their needs. From a provider perspective, participants will learn how to remain in compliance with contracts, engage in negotiations, determine if contracts are a necessary part of business strategy and the importance of pricing.



Special EXPO Events

In addition to the outstanding training and workshop sessions the conference hosts throughout the week, the Community Transportation EXPO is well-known for its special events that offer important speakers, honor the best in our field and provide valuable network opportunities. These special EXPO events are scheduled throughout the week.

Rodeo Awards Reception and Banquet

On Sunday, May 23, the National Community Transportation Rodeo will be contested and that evening — beginning at 6:30 p.m. at the Hyatt Long Beach’s Regency Ballroom — the winning drivers will be revealed. This reception and banquet are always an EXPO highlight as all of the Rodeo competitors celebrate their achievements and the vital work of drivers throughout the community and public transportation industry is lauded. Tickets are required — and will be available for purchase at the door.

Conference Luncheon

Federal Transit Administrator Peter Rogoff, who made his first public appearance as administrator at last year’s EXPO, will be back to provide the keynote address at the Conference Luncheon, which will take place at the Long Beach Convention Center from noon to 1:30 p.m. Don’t miss your chance to ask the Administrator a question or

learn about the Federal Transit Administration’s latest initiatives.

Community Transportation EXPO and Trade Fair Grand Opening Reception

Come celebrate the official grand opening of the Community Transportation EXPO and its Trade Fair at this vibrant reception from 5:00 p.m. — 6:30 p.m., on Tuesday, May 25 in the Long Beach Convention Center’s Exhibit Hall. This gathering is the ideal time to catch up with friends and colleagues and plan your exhibitor visits later in the week.

National Awards Breakfast

Beginning at 7:00 a.m. on Wednesday, May 26 in the Long Beach Convention Center, don’t miss this buffet breakfast where we’ll honor the very best that the community transportation industry has to offer. Start your day off with a hearty breakfast and salute your peers!

Meet the Press

Join *Community Transportation* and *RAIL* magazine Editor-in-Chief Scott Bogren as he leads a lively and informative discus-



Federal Transit Administrator Peter Rogoff

sion with a group of transportation experts on the most relevant and pressing topics in the transit industry. You just might learn something, too! There’ll be plenty of time for audience participation, so arrive prepared. This session — which is open to all EXPO attendees — will take place from 10:45 a.m. — noon on Wednesday, May 26, in the Long Beach Convention Center.

Tour the Access Services Eligibility Center

Access Services — Los Angeles County’s Consolidated Transportation Services Agency which administers the Los Angeles County Coordinated Paratransit Plan on behalf of the County’s 43 public fixed-route operators — is offering a special tour of its state-of-the-art

Social Event Ticket Prices

Additional tickets are available to all EXPO social events, and can be purchased at the registration area.

Rodeo Dinner	\$40
Tuesday Conference Luncheon	\$40
Wednesday Awards Breakfast	\$30
Wednesday Luncheon	\$25
Thursday Luncheon	\$25
Big Night Out	\$50
Farewell Breakfast	\$25

evaluation center to the first 30 EXPO attendees. The tour, which will leave from the EXPO registration area, will take place from 1:00 p.m. — 5:00 p.m., on Thursday, May 27. Be sure to put your name on the tour sign-up list at EXPO registration. Attendees will travel to the evaluation center via motorcoach provided by Tectrans.

State DOT Roundtable

Our annual gathering of State Department of Transportation officials will take place on Thursday, May 27, from 2:00 p.m., to 4:00 p.m. in room 104C of the Long Beach Convention Center. Key issues for state DOT officials — including state and federal legislation and regulations — will be discussed at this important session. If you're representing a state DOT, this is the session for you.

The Big Night Out Aboard the RMS Queen Mary

The Community Transportation Association of America and AngelTrax — our Big Night Out Sponsor — welcome you to an evening aboard the RMS Queen Mary on Thursday, May 28. Join all EXPO attendees as we tour a series of international food stations placed strategically around the majestic, historic vessel. Transportation to the Big Night Out will leave from all EXPO hotels beginning at 6:30 p.m.

It's a Wrap: Happy Trails Farewell Breakfast

On Friday morning, May 28 beginning at 7:00 a.m., come celebrate the conclusion of EXPO 2010 at our farewell breakfast. Open to all attendees, the buffet breakfast is a last chance to spend time with colleagues — and to join us in singing *Happy Trails to You*.



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 Sure-Lok — National Community Transportation Rodeo Awards Banquet
 RouteMatch Software — EXPO and Trade Fair Grand Opening Reception
 Lazaro & Noel — EXPO National Awards Breakfast
 AngelTrax — EXPO Big Night Out aboard RMS Queen Mary
 National RTAP Program — EXPO Happy Trails Farewell Breakfast



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